User Assistance Portal Getting Started User Guide

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RedPrairie User Assistance Portal

- Description
- Benefits

Description

The RedPrairie User Assistance Portal is a wiki-based repository of product user documentation and technical information. The objective of the portal is to help you be self sufficient in solving issues that you may have when implementing and using RedPrairie products. For example, on the User Assistance Portal you will find the latest release notes, system requirements and installation guides, configuration guides and user guides, as well as quick links to other sources of educational information (such as available training opportunities, user groups and a community forum).

Most importantly, the collaborative features of this wiki-based portal empower you with the opportunity to:

- Help RedPrairie continuously improve the content that is delivered by commenting on topics and identifying any information that you perceive to be inaccurate.
- Subscribe to content update notifications.
- Solicit assistance from and provide support to other RedPrairie product users in a community-based product forum.

Benefits

The User Assistance Portal provides these benefits:

- Acts as a single point of access to all relevant user assistance.
- Engages you in the RedPrairie product documentation development process.
- Supports continuous updates.
- Turns RedPrairie documentation into a living, interactive hub where you can come to:
    - Find answers
    - Suggest improvements
    - Identify documentation problems
    - Propose new content
    - Exchange ideas
    - Help others

Pages and Spaces

- Description
- Example: Pages and Spaces

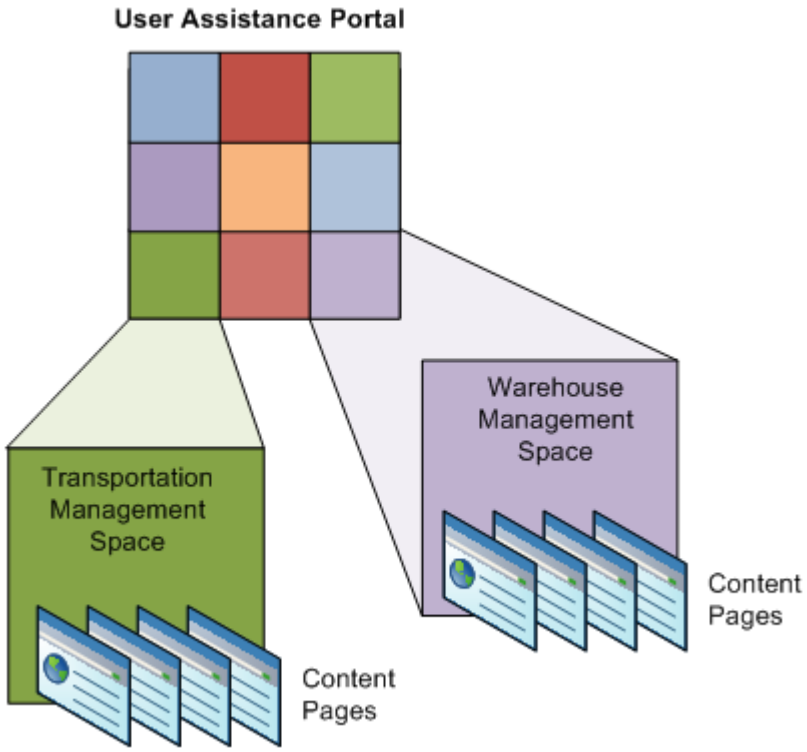
Description

A page is a wiki-based document that resides on the User Assistance Portal and provides information about a RedPrairie product or product feature. A space is an area on the User Assistance Portal that contains all of the wiki pages that pertain to a specific product or source of information. For example, all of the getting started information is located in the Getting Started space. Likewise, all of the RedPrairie Warehouse Management documentation is located in the Warehouse Management space.

Together, pages and spaces provide access to the RedPrairie product documentation, user forums, customer support information, social media links and product training material available on the User Assistance Portal.

Example: Pages and Spaces

This diagram illustrates the relationship between pages and spaces on the User Assistance Portal. The portal is comprised of spaces, each of which contain pages of content.



Pages

- Description

Description

A page is a wiki-based document that resides on the User Assistance Portal and provides information about a RedPrairie product or product feature. The User Assistance Portal is comprised of these page types:

- **Home page** – Central navigation hub for the User Assistance Portal that provides direct access to portal navigation elements, portal-wide features and product home pages.
- **Product home page** – Central navigation hub for each RedPrairie product that provides direct access to product documentation.
- **Documentation page** – Content that describes RedPrairie products and features. Documentation pages can contain conceptual and procedural information, product overviews, technical specification or configuration information, and are typically comprised of a contents page and individual child pages that contain the content for the document.

Home Page

- Description

- Example: Home Page Elements

Description

The User Assistance Portal home page is the central navigation point for all content and product information on the portal. The home page provides:

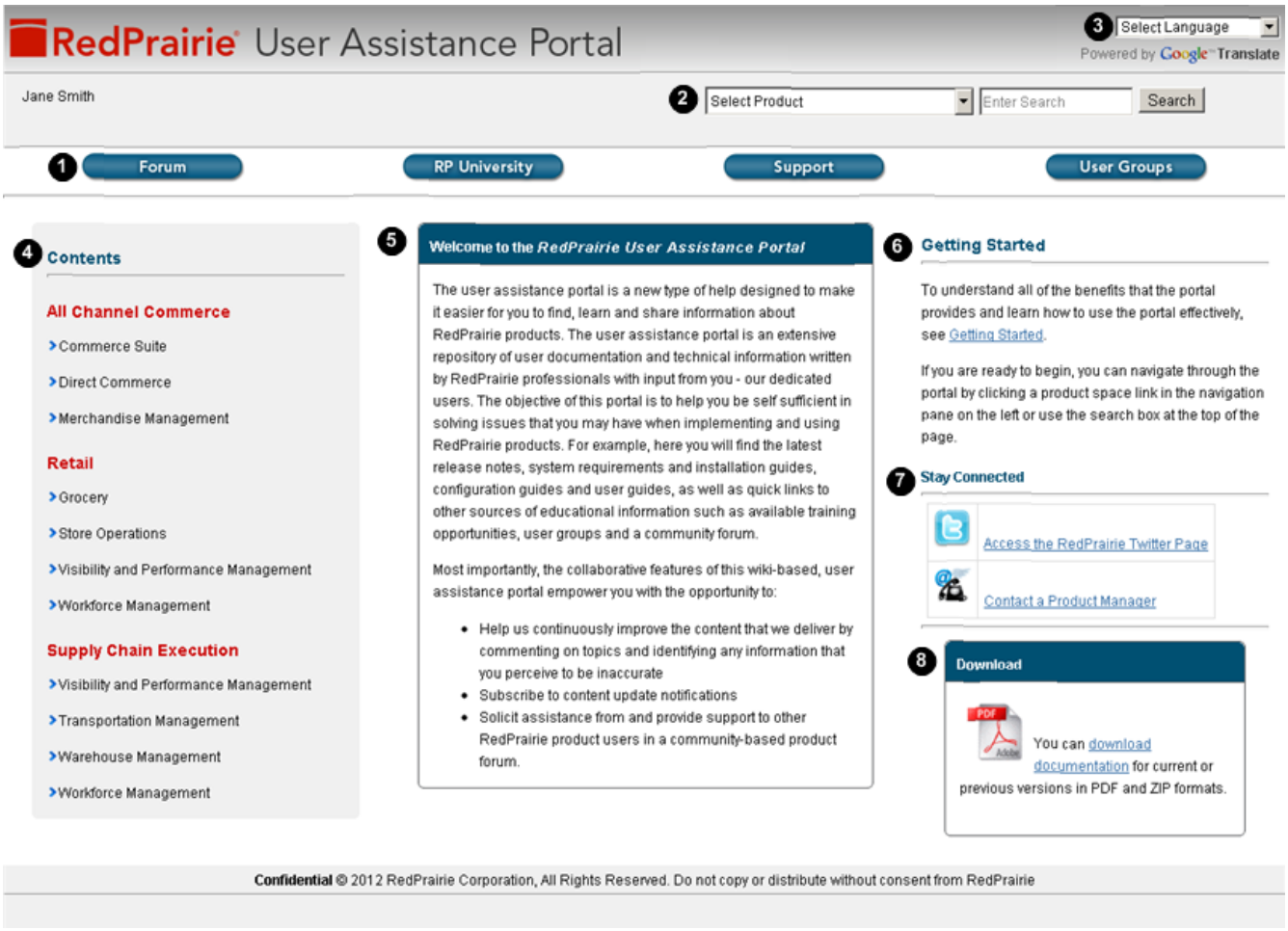
- Site-wide links to other features in the Support Cloud, such as the Forum, RP University, Support and User Groups.
- Links to available documentation for all RedPrairie products.
- Access to videos and information to help you get started using the portal.
- Access to the RedPrairie Twitter page
- A link to a product manager contact page that provides information about how you can contact your RedPrairie product manager.

Once you leave the home page to navigate the portal, you can return at any time by clicking the:

- Home link in the User Assistance Portal breadcrumb trail.
- User Assistance Portal Home link on the left navigation pane.
- RedPrairie logo located on the left navigation pane on all the portal pages.

Example: Home Page Elements

This image is an example of the User Assistance Portal home page.


RedPrairie User Assistance Portal
3 Select Language
Powered by Google Translate
Jane Smith
2 Select Product
Enter Search
Search
1 Forum
RP University
Support
User Groups
4 Contents
All Channel Commerce
Commerce Suite
Direct Commerce
Merchandise Management
Retail
Grocery
Store Operations
Visibility and Performance Management
Workforce Management
Supply Chain Execution
Visibility and Performance Management
Transportation Management
Warehouse Management
Workforce Management
5 Welcome to the RedPrairie User Assistance Portal
The user assistance portal is a new type of help designed to make it easier for you to find, learn and share information about RedPrairie products. The user assistance portal is an extensive repository of user documentation and technical information written by RedPrairie professionals with input from you - our dedicated users. The objective of this portal is to help you be self sufficient in solving issues that you may have when implementing and using RedPrairie products. For example, here you will find the latest release notes, system requirements and installation guides, configuration guides and user guides, as well as quick links to other sources of educational information such as available training opportunities, user groups and a community forum.
Most importantly, the collaborative features of this wiki-based, user assistance portal empower you with the opportunity to:
Help us continuously improve the content that we deliver by commenting on topics and identifying any information that you perceive to be inaccurate
Subscribe to content update notifications
Solicit assistance from and provide support to other RedPrairie product users in a community-based product forum.
6 Getting Started
To understand all of the benefits that the portal provides and learn how to use the portal effectively, see Getting Started.
If you are ready to begin, you can navigate through the portal by clicking a product space link in the navigation pane on the left or use the search box at the top of the page.
7 Stay Connected
Access the RedPrairie Twitter Page
Contact a Product Manager
8 Download
You can download documentation for current or previous versions in PDF and ZIP formats.
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This table describes the elements available on the User Assistance Portal home page.

Key	Element	Description
1	Menu	Provides access to other areas of the RedPrairie Support Cloud. For more information about the Forum, RP University, Support or User Groups, see Getting Started Home.
2	Search fields	Lets you enter criteria to search for content on the entire portal. You can configure the product selection drop-down box to search for content across all products or limit your search to a single product.
3	Google Translate	Lets you select a language into which all the portal content is translated. The content on all the portal pages will appear in the selected language.
4	Contents	List of the product groups and products for which content is available on the portal. This list provides access to the product home page for each RedPrairie product. You click a product name to access the product's home page.
5	Welcome message	Explains the purpose of the portal and where to go for additional support.
6	Getting Started	Briefly describes how to get started using the portal and provides a link to content that further explains how to use the portal.
7	Stay Connected links	Provide access to the RedPrairie Twitter page and a contacts page that provides information about how you can contact your RedPrairie product manager.
8	Documentation download link	Provides access to the documentation on the portal available in Adobe PDF and ZIP formats.

Product Home Pages

- Description
- Example: Product Home Page Elements

Description

Product home pages are the central navigation points for all User Assistance Portal content associated with RedPrairie products. Product home pages provide access to:

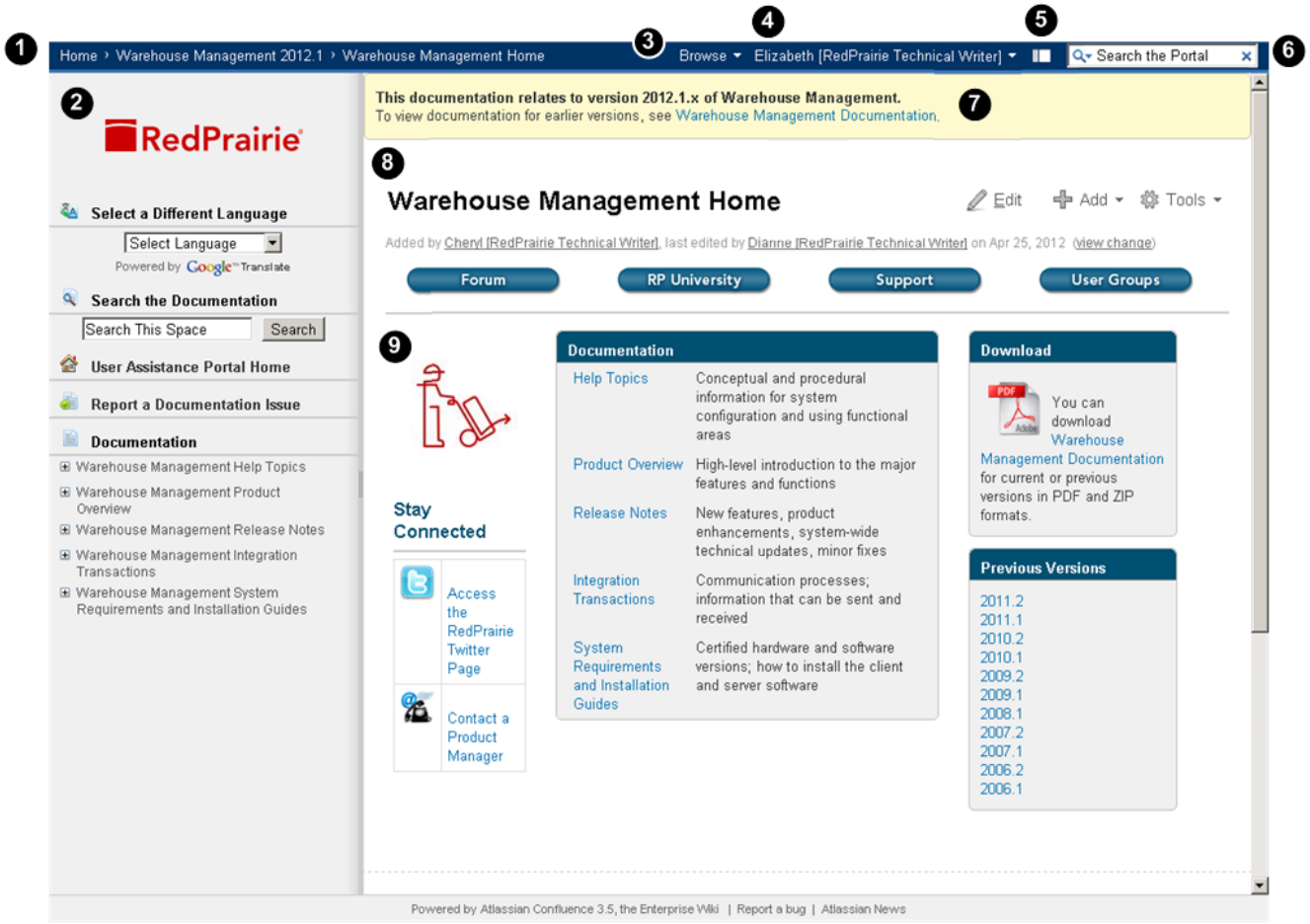
- Online help and product documentation for current and previous versions of RedPrairie products.
- Current and previous versions of product documentation in Adobe PDF and ZIP formats.

When you navigate from the portal home page to a product home page, the left navigation pane changes from site-wide navigation to product-specific navigation. You can use this product-specific navigation pane to explore all the content for the current version of the selected product. To access previous versions of the product, you click a link in the Previous Versions panel on the product home page.

When you leave a product area, you can return at any time by first navigating to the portal home page, and then selecting the appropriate product from the site-wide navigation. For more information, see Home Page.

Example: Product Home Page Elements

This image is an example of a product home page on the User Assistance Portal.



This table describes the elements available on a product home page.

Key	Element	Description
1	Breadcrumb trail	Provides a visual trail of links from the home page to your current location on the User Assistance Portal. You can click the links in the breadcrumb trail to open any of the listed pages.

2	Navigation pane	Navigation area that appears on the left side of the product home pages and documentation pages. The navigation pane includes these features: • **Google Translate** – Lets you select a language into which all the portal content is translated. The content on all the portal pages will appear in the selected language. • **Space search** – Limits your search for documentation to the space in which you are currently working. For more information, see Pages and Spaces. • **User Assistance Portal Home link** – Provides access to the User Assistance Portal home page. • **Report a Documentation Issue link** – Lets you submit a report identifying errors or omissions in portal content. • **Documentation** – Provides links to the available documentation for the product that you are viewing. You can click a document to access the information in the content pane on the right.
3	Browse menu	Provides access to space management pages that let you view and manage information about the space in which you are working. Specifically, the Browse menu lets you view a: • Summary of pages and attachments in the space in which you are working. • Page listing advanced details about the space. • Graphical display of the viewing and editing activity in the space over the current time period. • List of the most popular and active pages in the space. • List of the authors who made the most edits to pages in the space in the current time period. • Links to general information about Atlassian Confluence (the wiki engine that powers the User Assistance Portal).
4	User menu	Displays settings and options specific to your user account. You can use this menu to access: • Your user profile. • Recent activity of the users that you are following. • A list of the personal labels that you have created and the number of pages that contain them. • A list of the pages that you are watching. • Your general and email settings.
5	Show/Hide icon	Expands or collapses the left navigation pane.

6	Portal search field	Lets you search the entire User Assistance Portal based on specific search criteria.
7	Version banner	Displays the product version to which the current page is associated. You can click the product link displayed in this banner to access previous versions of documentation for the product that you are viewing.

8	Page header	Area that displays the:
		• Title of the product home page that you are viewing.
		• Links and information about the author(s) that created and updated the page, and the date on which the page was last updated.
		• Buttons that provide access to other areas of the RedPrairie Customer Portal. For more information about the Forum, RP University, Support or User Groups, see Getting Started Home.
		• Portal task menus that provide links to the various functions that you can perform on the page. You can click the:
		  • Add menu to add a comment on the page that you are viewing.
		  • Tools menu to:
		  • View more detailed information about the page.
		  • Watch the page.
		  • Mark the page as a favorite.
		  • Generate an Adobe PDF file of the page.

9	Documentation pane	Main viewing area of the product home page. The documentation pane includes these features: • **Stay Connected links** – Provide access to the RedPrairie Twitter page and a contacts page that provides information about how you can contact your RedPrairie product manager. • **Documentation panel** – Provides links to and descriptions of the available documentation for the product that you are viewing. You click a link to access the information. • **Download link** – Provides access to the documentation on the portal available in Adobe PDF and ZIP formats. • **Previous Versions links** – Provides access to previous versions of the documentation available for the product that you are viewing.

Documentation Pages

- Description

- Example: Documentation Page Elements

Description

Documentation pages are wiki pages that contain help topics, product overviews and technical documentation for a RedPrairie product. Each documentation page provides targeted information about a single topic and can also include links to other pages related to the topic. To access a documentation page, you click a document on the left navigation pane, and then either click:

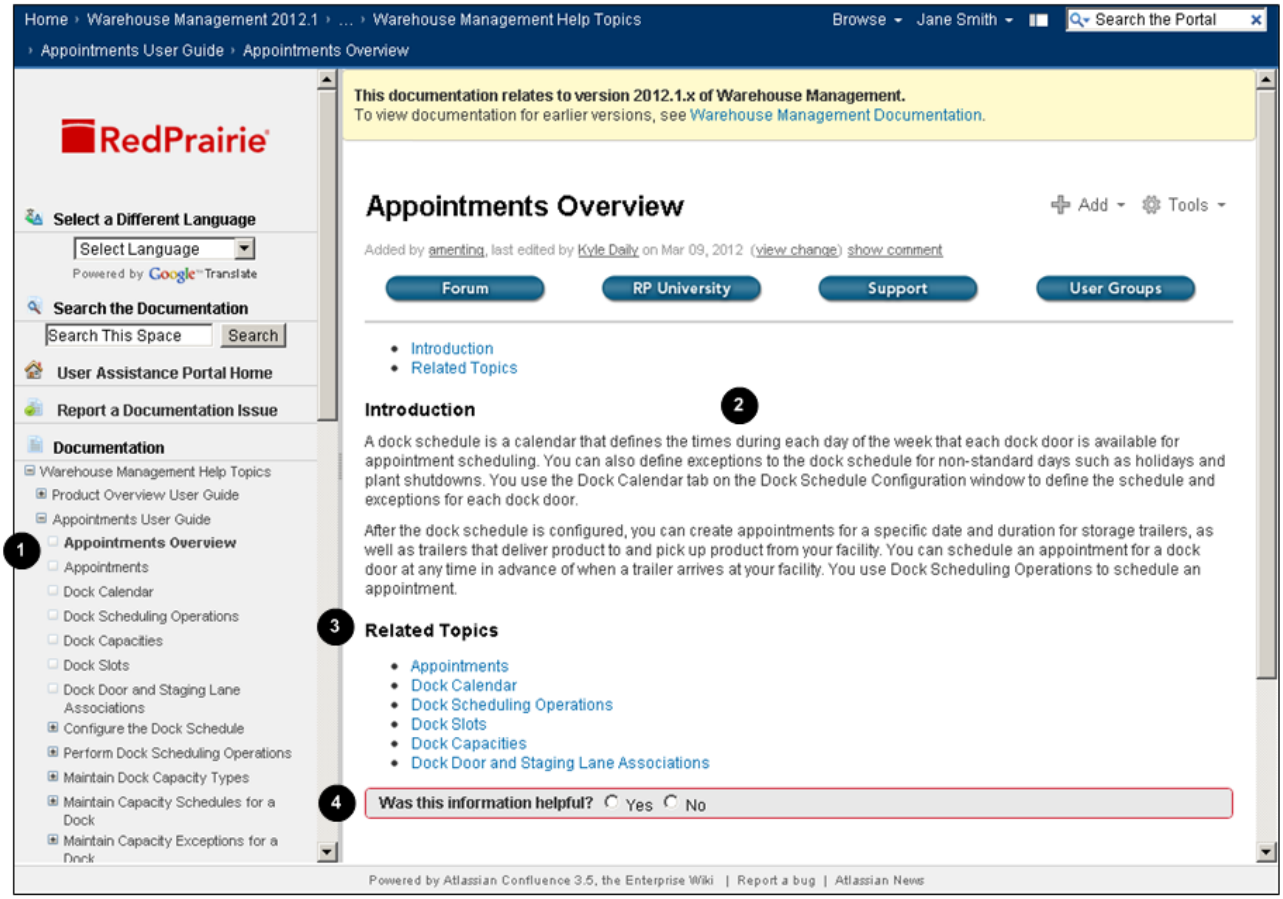
- A link from the table of contents page that appears on the content pane.
- The expand icon ( ) on the left navigation pane to view the contents of the document. You can then click any of the displayed documentation pages to view the content. Documentation pages appear on the left navigation pane in a hierarchy that visually indicates their relationship to other pages. For example, child pages appear nested below parent pages, and can be viewed by clicking next to the parent page.

In addition to informational content about RedPrairie products, documentation pages can also include:

- Common portal navigation, reporting and search features. For more information about these features, see Home Page.
- Links to previous versions of product documentation.
- Links to current and previous documentation in Adobe PDF and ZIP formats.
- A user survey that lets you indicate whether the content you are viewing is helpful, and if not, how you would like to see it improved.

Example: Documentation Page Elements

This image is an example of a documentation page on the User Assistance Portal.


Home › Warehouse Management 2012.1 › ... › Warehouse Management Help Topics
Browse
Jane Smith
Search the Portal
› Appointments User Guide › Appointments Overview
This documentation relates to version 2012.1.x of Warehouse Management.
To view documentation for earlier versions, see Warehouse Management Documentation.
Select a Different Language
Select Language
Powered by Google Translate
Search the Documentation
Search This Space
Search
User Assistance Portal Home
Report a Documentation Issue
Documentation
Warehouse Management Help Topics
Product Overview User Guide
Appointments User Guide
Appointments Overview
Appointments
Dock Calendar
Dock Scheduling Operations
Dock Capacities
Dock Slots
Dock Door and Staging Lane Associations
Configure the Dock Schedule
Perform Dock Scheduling Operations
Maintain Dock Capacity Types
Maintain Capacity Schedules for a Dock
Maintain Capacity Exceptions for a Dock
Appointments Overview
Add
Tools
Added by amenting, last edited by Kyle Daily on Mar 09, 2012 (view change) show comment
Forum
RP University
Support
User Groups
Introduction
Related Topics
Introduction
A dock schedule is a calendar that defines the times during each day of the week that each dock door is available for appointment scheduling. You can also define exceptions to the dock schedule for non-standard days such as holidays and plant shutdowns. You use the Dock Calendar tab on the Dock Schedule Configuration window to define the schedule and exceptions for each dock door.
After the dock schedule is configured, you can create appointments for a specific date and duration for storage trailers, as well as trailers that deliver product to and pick up product from your facility. You can schedule an appointment for a dock door at any time in advance of when a trailer arrives at your facility. You use Dock Scheduling Operations to schedule an appointment.
Related Topics
Appointments
Dock Calendar
Dock Scheduling Operations
Dock Slots
Dock Capacities
Dock Door and Staging Lane Associations
Was this information helpful? Yes No
Powered by Atlassian Confluence 3.5, the Enterprise Wiki | Report a bug | Atlassian News
1
2
3
4

This table describes the elements available on a documentation page.

Key	Element	Description
1	Navigation pane	When you open a documentation page, the left navigation pane highlights the page that you are viewing. You can click a link in this pane to view a related topic. For more information about the elements available in the navigation pane, see Product Home Pages.
2	Content pane	Displays content of the topic that you have selected.
3	Related Topics	Lists links to content that provides additional information about the topic that you are viewing.
4	User Survey	Lets you send feedback to the User Assistance team as to whether the content you are viewing is helpful. If you select No, you can also add a comment explaining how you would like to see the content improved to meet your needs.

Spaces

- Description
- Browse Menu
- Example: Browse Menu

Description

A space is an area on the User Assistance Portal that contains all of the wiki pages about a specific product or source of information. For example, all of the getting started information is located in the Getting Started space. Similarly, all of the RedPrairie Warehouse Management information is located in the Warehouse Management space.

When you are working in a space, you have access to:

- Pages of content about the subject matter of the space.
- A home page that provides an overview of the space contents.
- A navigation pane and a search tool to locate information in the space.
- The Browse menu that provides advanced options for viewing details about the pages, attachments and settings for the space.

To determine the space in which you are working, you can:

- View the space name that appears directly after the Home link on the breadcrumb trail.
- Click the Browse menu, and then select Pages. The name of the space appears at the top of the tree view.

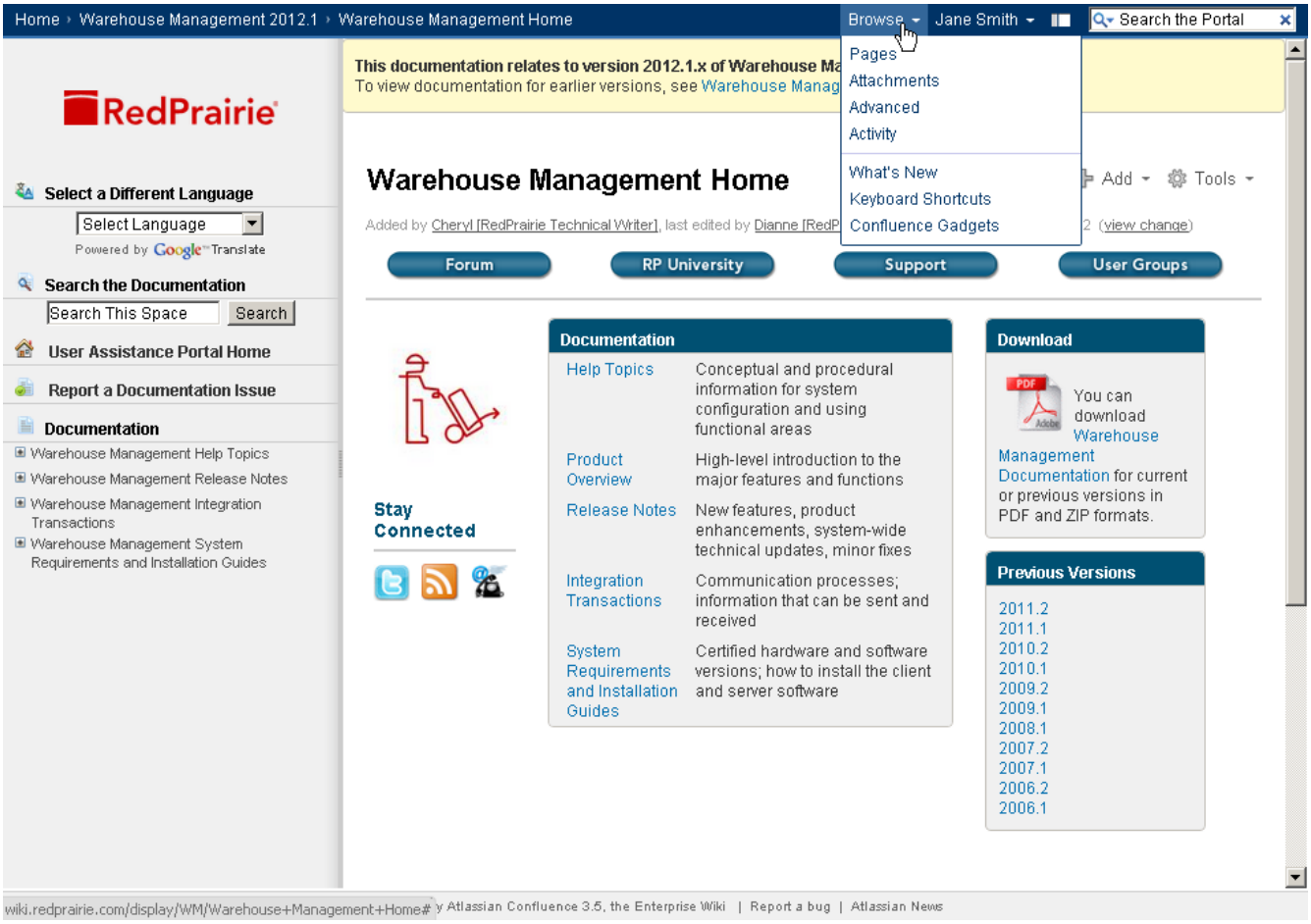
Browse Menu

The Browse menu is available on the menu bar of each product home page or documentation page on the portal. You can use this menu to view detailed information about the space in which you are working. Specifically, you can:

- View an expandable tree view of all the pages in the space.
- View a list of all the attachments in the space.
- Access an advanced menu from which you can
    - View details about the space, such as who created the space, what labels are applied to the space and the space description.
    - View templates used in the creation of pages in the space.
    - Watch the space so that you are notified of any modifications to the content on the pages in the space. For more information, see Watches.
    - Add the space to your favorites. For more information, see Favorites.
- View activity charts and details for the space that display:
    - Pages that have been viewed and edited most frequently.
    - Most active contributors to content in the space.

Example: Browse Menu

This image is an example of the product home page in the Warehouse Management space with the Browse menu expanded. The Browse menu is available on the menu bar of all product home pages and documentation pages on the User Assistance Portal.



Collaborating on the RedPrairie User Assistance Portal

- Description

Description

The User Assistance Portal is a unique environment on which users can collaborate to share experiences and post input about RedPrairie products and documentation. When you collaborate with RedPrairie and with other users on the User Assistance Portal, you can:

- Share your unique viewpoint.
- Ask questions about products or documentation.
- Benefit from the contributions that other users make.

There are several ways in which you can collaborate with RedPrairie and other users on the portal. Specifically, you can:

- View, add and reply to comments on any page.
- Report a documentation error.
- View and contribute to conversations on a community forum.

Forum

- Description
- Ground Rules for Use
- Participation Encouragement

Description

The forum is a communication tool that lets you view, post and reply to comments or questions online. On the forum, you will find forums for each RedPrairie product. RedPrairie employees and customers can read your comments or questions, and then respond with their own remarks. You can subscribe to a particular product forum to receive an email whenever a post is made on the forum.

Ground Rules for Use

In addition to the rules defined on the RedPrairie User Assistance Portal Terms and Conditions page, a simplified list of ground rules were defined to ensure that participation on the forum is a pleasant and helpful experience. To review the ground rules, see Ground Rules for Comments and Posts.

Participation Encouragement

RedPrairie encourages all employees and customers to participate in forum discussions. To encourage participation, the forum includes a ranking system. Specifically, the forum consists of two user categories, RedPrairie Internal and Forum User, and within each category there are multiple ranks.

The first category, RedPrairie Internal, is reserved for RedPrairie employees, and the ranks within this category are assigned by a forum administrator. These are the current RedPrairie Internal ranks:

- Designer
- Developer
- RedPrairie User
- Services
- Administrator

The second category, Forum User, is applicable to all forum users who are not assigned to a rank within the RedPrairie Internal category including RedPrairie employees, customers and partners. The ranks within the Forum User category are achieved by actively participating in discussions on the forum. Specifically, by replying to posts, forum users will accumulate points. Forum users will receive:

- **2** points for posting a reply to a topic.
- **10** points if their post is accepted and resolves the issue.

This table lists the available rankings and the points required to reach that ranking.

Rank	Points Required
New User	0
Registered User	10
Extended User	25
Advanced User	50
Deluxe User	75
Mega User	100
Super User	250
Ultra User	500
Expert User	750
Guru User	1000
Platinum User	2500
Diamond User	5000
Ultimate User	7500

Advances in rankings are identified by a series of red stars.

Ground Rules for Comments and Posts

- Description
- Ground Rules

Description

The User Assistance Portal is an environment where RedPrairie customers, partners and employees can comment on documentation and share information about RedPrairie products on a community forum. RedPrairie welcomes and encourages you to participate; however, we do **require you to adhere to the terms and conditions of use** described in RedPrairie User Assistance Portal Terms and Conditions.

In general, we have some simple ground rules for conduct that we expect you to follow.

Ground Rules

RedPrairie does not screen content in advance, consequently, in order to maintain a constructive, informative and helpful environment for discussion, RedPrairie requests that you do not post:

- Content that is inflammatory or nonconstructive.
- Content that contains offensive language or personal attacks against other participants.
- The same message on multiple pages or in multiple product forums.
- Nonconstructive messages about RedPrairie products or services.
- Unsolicited messages (including "spams").

> **Note**
> If users notify RedPrairie about content that allegedly does not conform to these terms, RedPrairie may investigate the allegation and determine in our sole discretion whether to remove, block or disable access to such content. RedPrairie also reserves the right, but does not undertake the affirmative obligation, to do so on our own initiative if RedPrairie discovers any such content. RedPrairie shall have no liability or responsibility to users for performance or nonperformance of such activities.

Access the Forum

The forum is a communication tool that lets you view, post and reply to comments or questions online. On the forum, you will find individual forums for each RedPrairie product.

To access the forum:

1. At the top of any page on User Assistance Portal, click **Forum**.

   > **Note**
   > The first time you access the forum, you are asked to register. Enter your user name and password, then click **Login**. The forum appears.

2. To view a complete list of how to topics, in the top right corner, click **FAQ**.

Page Comments

- Description
- Example: Page Comment

Description

Page comments are a means by which you can communicate with RedPrairie and other members of the RedPrairie user community about the page that you are viewing. A page comment consists of text, links or images that you can post to pages on the User Assistance Portal. You can use a page comment to ask a question, post additional information or submit feedback about the topic that you are viewing.

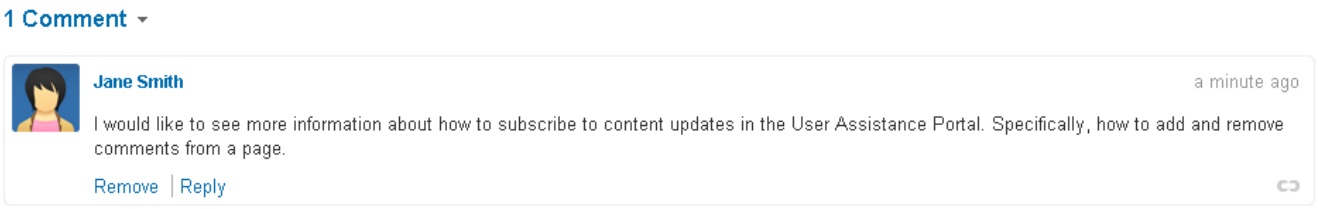
When you add a comment to a page, the comment appears in the page footer with your name (linked to your user profile page), picture (if configured), and the date and time you made the comment. All users who view the page will be able to view and reply to comments added to the page. Users can also mouse over your name to follow you. Following you means that they will be notified by email any time you post or reply to a comment on a page on the portal. For more information, see Following Users.

You can also use the Permalink icon ( ) in the comments area on a page to generate and copy a link of a comment that you can paste to another location either inside or outside of the User Assistance Portal (such as another portal page, email message or word processing file).

You can view, add and reply to comments on any page on the User Assistance Portal. When you add or reply to a comment on a page, the autowatch feature automatically assigns you to watch that page. Watching a page means that you will be notified by email any time a page or comment on the page is modified. For more information, see Watches.

Example: Page Comment

This image is an example of a comment posted on the User Assistance Portal.


1 Comment
Jane Smith
a minute ago
I would like to see more information about how to subscribe to content updates in the User Assistance Portal. Specifically, how to add and remove comments from a page.
Remove | Reply

Add, Modify or Delete a Page Comment

A comment consists of text, links or images that you can post to a page on the User Assistance Portal. You can add a comment to ask a question, post additional information or submit feedback about the topic that you are viewing. You can also modify or delete comments that you previously posted.

To add, modify or delete a page comment:

1. If you have not already done so, open the page on the User Assistance Portal to which you want to add or modify a comment.

2. If desired, add a comment to a page.
    1. Take one of these actions:
        - From the **Add** menu, select **Comment**. The comment editing pane appears.
        - Scroll to the bottom of the page and click **Add Comment**. The comment editing pane appears.
    2. In the text box, type your comment. If desired, take one or more of these actions:
        - Click **Rich Text** to use the word processing features (such as bold, italics and text color) to enhance your text.
        - Click to add an image to your comment.
        - Click to add a link to your comment.
    3. If you want to be notified by email when this page or comments on this page are modified, select the **Watch this page** check box; otherwise, clear it.

        > **Note**
        > If you are already watching the page or the space within which this page exists, the Watch this page check box is not available.

    4. If desired, click **Preview** to view how your comment will look when it is posted.
    5. Click **Post** to post your comment to the page.
3. If desired, modify a comment that you posted to a page.
    1. Navigate to the comment that you want to modify, and then click **Edit**. The comment editing pane appears in edit mode.
    2. In the text box, enter or modify the comment text, images or links as desired.
    3. Click **Save** to save your changes and post the modified comment.
4. If desired, delete a comment that you posted to a page.
    1. Navigate to the comment that you want to delete.
    2. Click **Remove** and then click **OK**. The comment is removed from the page.

Reply to a Page Comment

A comment consists of text, links or images that you can post to a page on the User Assistance Portal. You can respond to comments that other users made to add more information, images or links.

To reply to a page comment:

1. If you have not already done so, open the page on the User Assistance Portal that contains the comment to which you want to reply.
2. Below the comment, click **Reply**. The comment editing pane appears.

3. In the text box, type your reply. If desired, take one or more of these actions:
    - Click **Rich Text** to use the word processing features (such as bold, italics and text color) to enhance your text.
    - Click to add an image to your comment.
    - Click to add a link to your comment.
4. If you want to be notified by email when this page or comments on this page are modified, select the **Watch this page** check box; otherwise, clear it.

> **Note**
> If you are already watching the page or the space within which this page exists, the Watch this page check box is not available.

5. If desired, click **Preview** to view how your comment will look when it is posted.
6. Click **Post** to post your comment to the page.

Link to a Page Comment

You use the Permalink icon ( ) in the comments area on a page to generate and copy a link of a comment that you can paste to another location either inside or outside of the User Assistance Portal (such as another portal page, email message or word processing file).

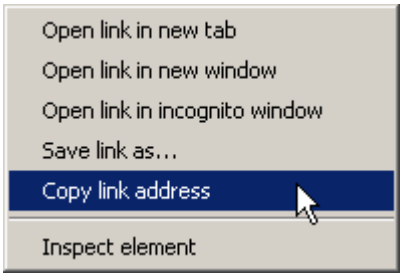
For example, if you want to reference a specific comment in a comment on another page on the portal, you generate and copy a link to the comment to be referenced, and then you paste the link to a comment on another page. Users can then click the link to open and view the referenced comment. If you paste the link to an email message, when you click the link on the email, the portal opens to the page on which the comment is located (if connected to the internet).

> **Note**
> When you click the link, the page on which the comment is located opens and the comment is highlighted in yellow.

To link to a page comment:

1. If you have not already done so, open the page that contains the comment to which you want to link.
2. Scroll to the bottom of the page and next to the comment, right-click .

3. From the drop-down menu, select **Copy link address**.



4. Open the location to which you to want to copy the link address, and then paste the link.

View or Hide Page Comments

A comment consists of text, links or images that you can post to a page on the User Assistance Portal. You can view or hide comments that others have made to a page when you are viewing the content on that page.

To view or hide page comments:

1. If you have not already done so, open the page on the User Assistance Portal on which you want to view or hide page comments.
2. Take one of these actions.

If you want to...	Then in the Comments area, click...
Hide all page comments from view,	Comments ▸. All page comments are collapsed and hidden from view.
Show all previously hidden page comments,	Comments ▾. All page comments are expanded and appear on the page.

Finding Information on the RedPrairie User Assistance Portal

- Description

Description

The RedPrairie User Assistance Portal provides these methods to help you find information on the portal:

- **Link and manual navigation** – The portal is comprised of a rich web of hyperlinked product and documentation pages that are organized hierarchically to help you find the information that you need. For example, on the portal home page, you can click a product link to view the home page for that product; then on the product home page, you can click a link to open the named document; and then on the documentation home page, you can click one of more links to view the actual content.
- **Automated search** – The portal provides these levels of automated search tools:
  - **Space search** – Limits your search for the specified search criteria in the space that you are viewing. When you enter search criteria in this field, the search engine scans all the pages in the current space for an acceptable match.
  - **Portal search** – Searches all the content on the User Assistance Portal for the specified search criteria. When you enter criteria in this field, the search engine scans all the content on the portal for an acceptable match.

Links and Manual Navigation Methods

- Description
- Example: Navigation Links on the User Assistance Portal
- Breadcrumb Trail
- Example: Breadcrumb Trail
- Finding Related Content

Description

Manual navigation consists of link-based navigation elements, such as links on documentation pages or in breadcrumb trails, that let you navigate through a hierarchy of pages to locate specific content. Manual navigation is useful when you:

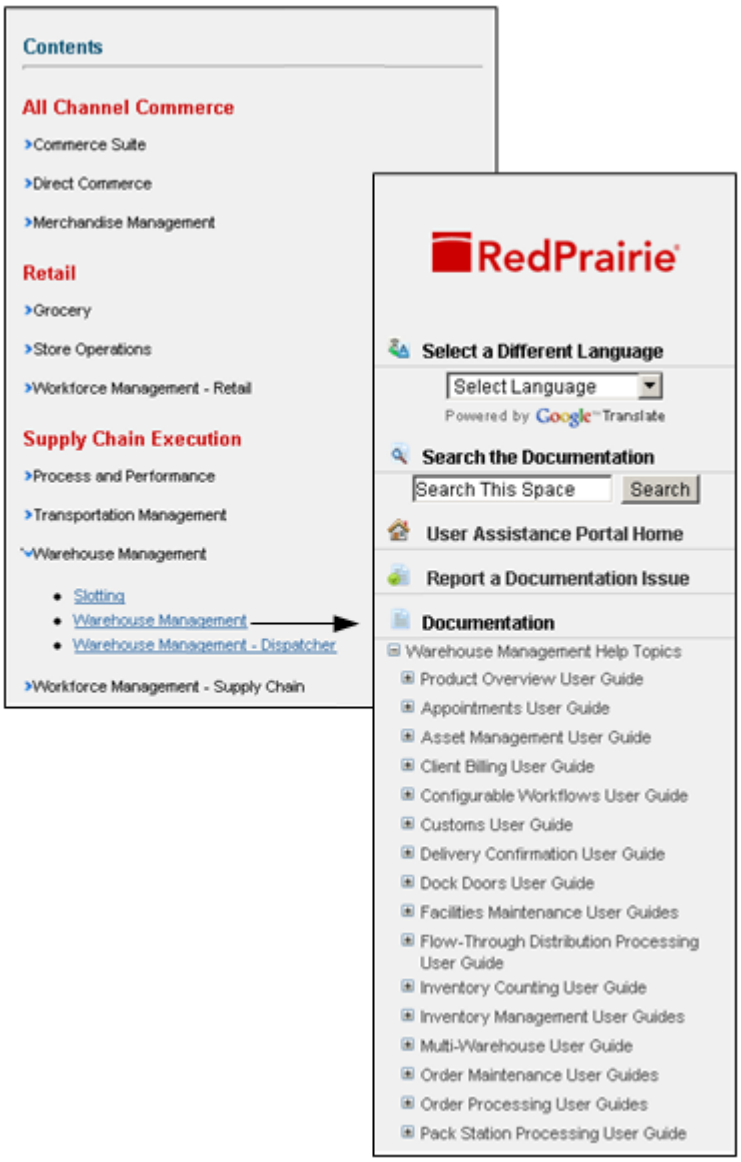
- Are familiar with the products, user guides and technical documentation available on the User Assistance Portal, and can easily navigate to your desired pages.

- Want to browse all available documentation for a specific product or feature. For example, if you want to view all available user guides for RedPrairie Warehouse Management, you can click the Warehouse Management link from the portal home page, and then click the Warehouse Management Help Topics link on the Warehouse Management product home page. Once expanded, the portal displays all of the user guides available for your selection.
- Want to explore a list of suggested topics related to the topic that you are viewing.

Example: Navigation Links on the User Assistance Portal

You can expand the product links on the portal home page to access the product for which you are searching. From the product home page, you can then click to expand documents and groups of topics to select the content that you need.

This image is an example of the navigation pane that appears when you expand the Warehouse Management Help Topics link on the Warehouse Management product home page.



Breadcrumb Trail

Breadcrumb navigation consists of a trail of links that appears in the top left corner of the User Assistance Portal. The breadcrumb trail lets you keep track of your location on the User Assistance Portal by providing links from the home page to your current location on the User Assistance Portal. You can click the links in the breadcrumb trail to open any of the listed pages.

Example: Breadcrumb Trail

This image is an example of the breadcrumb trail that appears when you are viewing this topic, the *Links and Manual Navigation Methods* topic, on the User Assistance Portal. You can click the Home link to return directly to the portal home page, or you can click any page link in between to go to that page.

Finding Related Content

Many topics on the User Assistance Portal also contain links to related content. Pages that contain related content appear under the "Related Topics" heading at the end of the documentation pages. Related topics link directly to other pages that provide complementary information or more detailed information about the page that you are viewing.

Some examples of related topics are:

- Procedures related to the page that you are viewing.
- Examples of concepts explained in the page that you are viewing.
- More detailed information related to page that you are viewing.

Automated Search

- Description
- User Assistance Portal Search Elements

Description

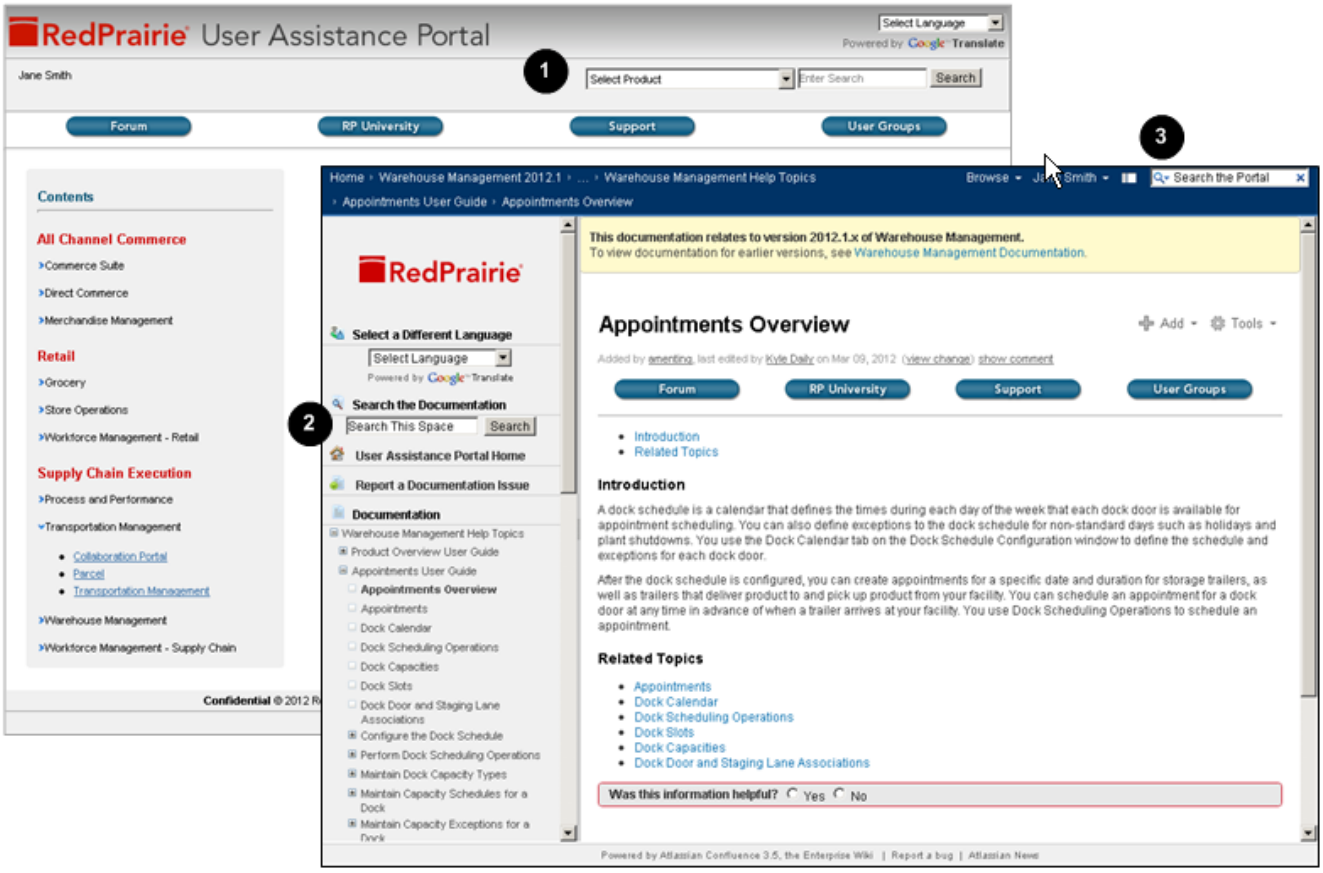
Automated search is a navigation feature that lets you automatically search product-specific, space-specific or portal-wide content based on defined keywords or criteria. The automated search user interface is comprised of a collection of search criteria fields that you can use to search the portal for pages containing keywords related to your search. You use the:

- Space search field to limit your search to a specific space. A space is a collection of pages on the portal that share similar characteristics (such as the Warehouse Management space and Getting Started space). Limiting your search to a specific space narrows the list of returned pages you receive in your search and ensures that the returned pages are relevant to your area of interest. For example, if you only work with RedPrairie Warehouse Management, then you can use the space search to generate a list of Warehouse Management topics that match the search criteria you specified.
- Portal search fields to search for criteria on the entire portal. For example, if you wanted to learn more about how orders are used in all the RedPrairie products, then you can perform a portal search for "orders" and see a list of all the topics that contain the term "orders" on the entire portal.

You can perform both space and portal searches from the portal home page as well as the product and documentation pages on the portal.

User Assistance Portal Search Elements

This image is an example of the search fields available on the User Assistance Portal.


RedPrairie User Assistance Portal
Select Language
Powered by Google Translate
Jane Smith
1
Select Product
Enter Search
Search
Forum
RP University
Support
User Groups
3
Contents
All Channel Commerce
Commerce Suite
Direct Commerce
Merchandise Management
Retail
Grocery
Store Operations
Workforce Management - Retail
Supply Chain Execution
Process and Performance
Transportation Management
Collaboration Portal
Parcel
Transportation Management
Warehouse Management
Workforce Management - Supply Chain
Home › Warehouse Management 2012.1 › ... › Warehouse Management Help Topics
Browse
Search the Portal
› Appointments User Guide › Appointments Overview
RedPrairie
Select a Different Language
Select Language
Powered by Google Translate
2
Search the Documentation
Search This Space
Search
User Assistance Portal Home
Report a Documentation Issue
Documentation
Warehouse Management Help Topics
Product Overview User Guide
Appointments User Guide
Appointments Overview
Appointments
Dock Calendar
Dock Scheduling Operations
Dock Capacities
Dock Slots
Dock Door and Staging Lane Associations
Configure the Dock Schedule
Perform Dock Scheduling Operations
Maintain Dock Capacity Types
Maintain Capacity Schedules for a Dock
Maintain Capacity Exceptions for a Dock
This documentation relates to version 2012.1.x of Warehouse Management.
To view documentation for earlier versions, see Warehouse Management Documentation.
Appointments Overview
Add
Tools
Forum
RP University
Support
User Groups
Introduction
Related Topics
Introduction
A dock schedule is a calendar that defines the times during each day of the week that each dock door is available for appointment scheduling. You can also define exceptions to the dock schedule for non-standard days such as holidays and plant shutdowns. You use the Dock Calendar tab on the Dock Schedule Configuration window to define the schedule and exceptions for each dock door.
After the dock schedule is configured, you can create appointments for a specific date and duration for storage trailers, as well as trailers that deliver product to and pick up product from your facility. You can schedule an appointment for a dock door at any time in advance of when a trailer arrives at your facility. You use Dock Scheduling Operations to schedule an appointment.
Related Topics
Appointments
Dock Calendar
Dock Scheduling Operations
Dock Slots
Dock Capacities
Dock Door and Staging Lane Associations
Was this information helpful? Yes No
Powered by Atlassian Confluence 3.5, the Enterprise Wiki | Report a bug | Atlassian News

This table describes the search elements available on the User Assistance Portal.

Key	Element	Description
1	Portal search on the home page	You can use the drop-down list to limit your search to a specific product, or you can leave the default value of *Select Product* to search all products on the portal. When you begin typing a search term in the criteria field, the Quick Navigation menu appears listing possible matches for your criteria. You can select one of the suggested terms, or click the Search button to perform a full search.
2	Space search on product home and documentation pages	You can use the space search field to limit your search to the space in which you are currently working. For example, if you are in the Warehouse Management space, you can use this field to search for pages that match your criteria in the Warehouse Management space.
3	Portal search on product home and documentation pages	You can use the portal search field to search for pages that match your criteria on the entire portal. When you begin typing a search term in the criteria field, the Quick Navigation menu appears listing possible matches based on your criteria. You can select one of the suggested terms, or select the *Search for* link at the bottom of the list to perform a full search.

Quick Navigation Menu

- Description
- Example: Quick Navigation Menu

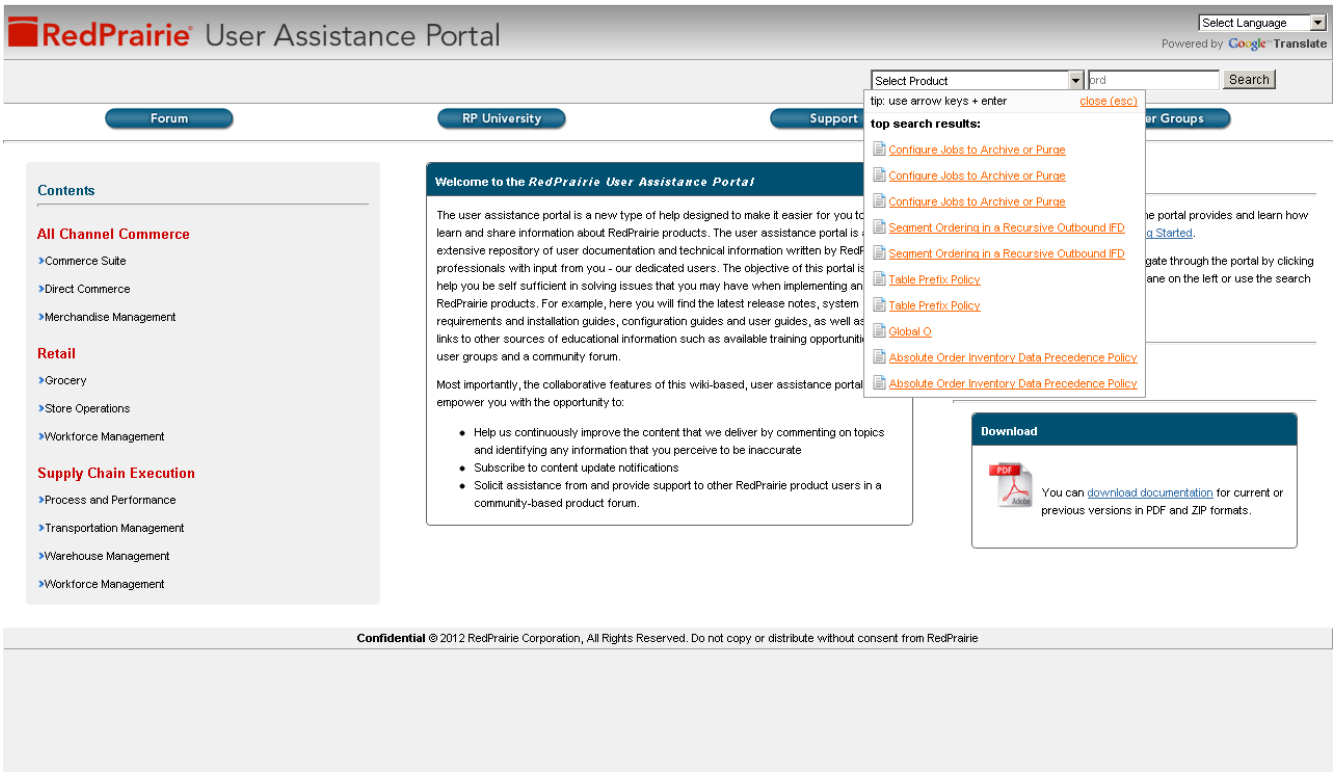
Description

The Quick Navigation menu is a drop-down list that appears when you type criteria into either of the available portal search fields on the portal home page, product pages or documentation pages. The Quick Navigation menu contains a list of pages and other items matched by title to the criteria that you entered.

You can select one of the displayed items in the drop-down list or, if available, click the *Search for* link at the bottom of the list to perform a full search. The option to perform a full search from the Quick Navigation menu is only available on product home pages and documentation pages. To perform a full search on the portal home page, you type your search criteria, ignore the Quick Navigation menu, and then click the Search button.

Example: Quick Navigation Menu

This image is an example of the quick navigation menu available on the portal home page. A similar menu is available when performing a portal search on product home pages and documentation pages.



Search Syntax

- Description
- Syntax Table

Description

Search syntax is the set of conventions that you can use to perform queries on the User Assistance Portal. You can refine and optimize your search by combining specific search syntax in the criteria field when performing a search.

For example, you can search for all pages that contain the word "orders" by using "orders" as your only criteria. However, if you want to exclude all topics that pertain to pickup orders, you can type "orders NOT (pickup AND orders)". In this example, the syntax:

- NOT is used to indicate that you want to exclude terms from the search criteria.
- AND is used to indicate that the topics to be excluded must contain the words "pickup" and "orders".

Syntax Table

This table lists the syntax that you can use to refine your search.

Name	Syntax	Search Result
Exact phrase search	"red and blue"	Searches for content that contains the exact phrase "red and blue".
Or search	red OR blue	Searches for content that contains one of the terms "red" or "blue".
And search	red AND blue	Searches for content that contains both the terms "red" and "blue".
Not search	red NOT blue	Searches for content that contains "red" but not "blue".
Excluded term search	red blue -white	Searches for content that contains "red" and "blue" but not "white".
Grouping search	red AND (blue OR white)	Searches for content that must contain "red" but can contain either "blue" or "white".
Title search	title:red	Searches for content with "red" in the title.
Wild card search: single character	bl?ck	Searches for words that begin with "bl" and end with "ck", such as "black" or "block". The ? represents one character, and it can be used anywhere within your typed search criteria.
Wild card search	red*	Searches for words that begin with "red", such as "redbird" or "redwing". The * represents one or more characters, and it can be used anywhere within your typed search criteria.
Fuzzy search	octagan~	Searches for similarly spelled words. To search for a word for which you are unsure about its spelling, you can use ~ after the word to return matches for similarly spelled words.

Subscribing to Content Updates

- Description

Description

Subscribing to content updates lets you request automatic notification each time that content on the User Assistance Portal in which you are interested is modified. When you subscribe to content updates, you receive email notifications when modifications are made to portal content that affect you or your work.

For example, you can

- Place a watch on a page or space to ensure that you are informed whenever:
  - The content of the page or pages in the space is updated or removed.
  - Comments are added to the page or pages in the watched space.
- Follow another user so that you are notified by email when the user performs actions on the User Assistance Portal.
- Subscribe to email notifications so that you are notified when content in which you are interested is modified. For example, you can subscribe to a daily email that summarizes the changed pages for the day, either with or without the actual content that was changed.

Watches

- Description
- Watch Types

Description

A watch is a setting that you can assign to a page or space so that you are notified by email when:

- The watched page is modified.
- Any of the pages within the watched space are modified.

Specifically, when you watch a page or space, you receive email notifications each time:

- The page or space is edited or removed.
- Attachments are either added to or removed from the page or space.
- New comments are added to the page or space.
- Existing comments are either edited or removed from the page or space.

You will be notified each time a page or space that you are watching is modified; there is no daily digest for watch notifications. To determine which pages and spaces you are watching, you can view the:

- Watch options available in the Tools menu. When:
  - *Watch* is available in the Tools menu, you are not watching the page.
  - *Stop Watching* is available in the Tools menu, you are watching the page.
  - *Watching Space* is available in the Tools menu, you are watching the space to which the page belongs. When you watch a space, you are automatically assigned to watch all the pages in that space.
- List of watched spaces in your user profile. For more information, see View Watched Pages and Spaces.

Watch Types

These are the types of watches:

- **Manual watch** – Watch that you assign to a page or space manually when you want to be notified of modifications to the page or space.
- **Autowatch** – Watch that the system assigns to a page by default when you add a comment to a page. If desired, you can change your user settings to disable this feature.

Watch or Stop Watching a Page

A watch is a setting that you can assign to a page so that you are notified by email when the page is edited or removed, or when a comment on the page is added, edited or removed from the page. Use this procedure to manually watch or stop watching a page.

> **Note**
> When you watch a space, you are automatically assigned to watch all the pages in that space. Consequently, the *Watch* and *Stop Watching* menu options referenced in this procedure are replaced by a *Watching Space* menu option. You can select this option to go to the Advanced page where you can choose to stop watching the space. For more information, see Watch or Stop Watching a Space.

To watch or stop watching a page:

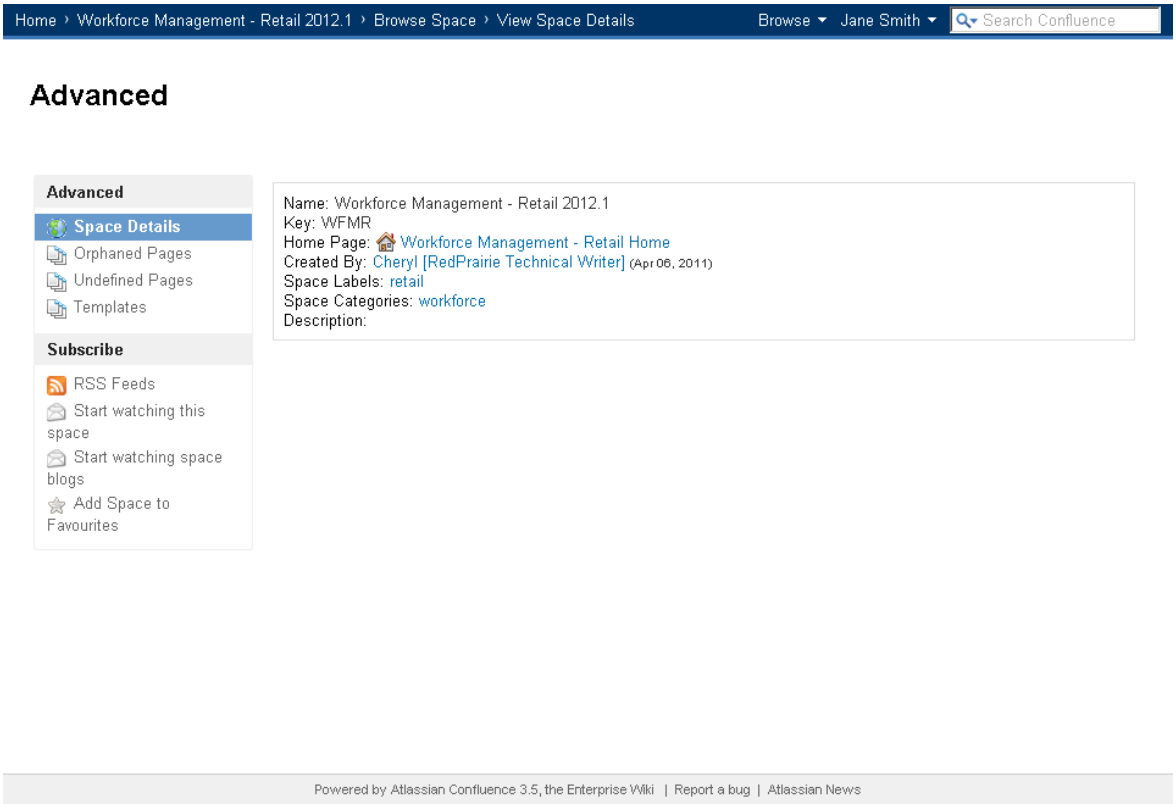
1. Open the page that you want to watch.
2. From the **Tools** menu, select **Watch**. The *Watch* menu item changes to *Stop Watching* indicating that you are watching the page.
3. To stop watching a page, from the **Tools** menu, select **Stop Watching.** The *Stop Watching* menu item changes to *Watch* indicating that you are no longer watching the page.

Watch or Stop Watching a Space

A watch is a setting that you can assign to a space so that you are notified by email when elements in the space (such as pages and attachments) are added, edited or removed. When you watch a space, you are automatically assigned to watch all of the pages in that space. Use this procedure to manually watch or stop watching a space.

To watch or stop watching a space:

1. To watch a space, take one of these actions.
    1. Open a page in the space that you want to watch.
    2. From the **Browse** menu, select **Advanced**. The Advanced page appears displaying information about the space in which you are working.



    3. In the Subscribe area, click **Start watching this space**. The *Start watching this space* item changes to *Stop watching this space* indicating that you are watching the space.

2. To stop watching a space, take one of these actions.

To stop watching the space from...	Then...
A page in the watched space,	Take these actions. 1. If you have not already done so, open a page in the watched space. 2. From the **Tools** menu, click **Watching Space**. The Advanced page appears. 3. In the Subscribe area, click **Stop watching this space**. The *Stop watching this space* item changes to *Start watching this space* indicating that you are no longer watching the space.
Any page on the portal,	Take these actions. 1. From the **Browse** menu, select **Advanced**. The Advanced page appears. 2. In the Subscribe area, click **Stop watching this space**. The *Stop watching this space* item changes to *Start watching this space* indicating that you are no longer watching the space.

Enable or Disable Autowatch

Autowatch is a user profile setting that automatically assigns you to watch the pages to which you add a comment. When you are watching a page, you are notified by email when that page is modified. By default, autowatch is enabled meaning that you automatically receive an email notification each time a page you are watching is modified.

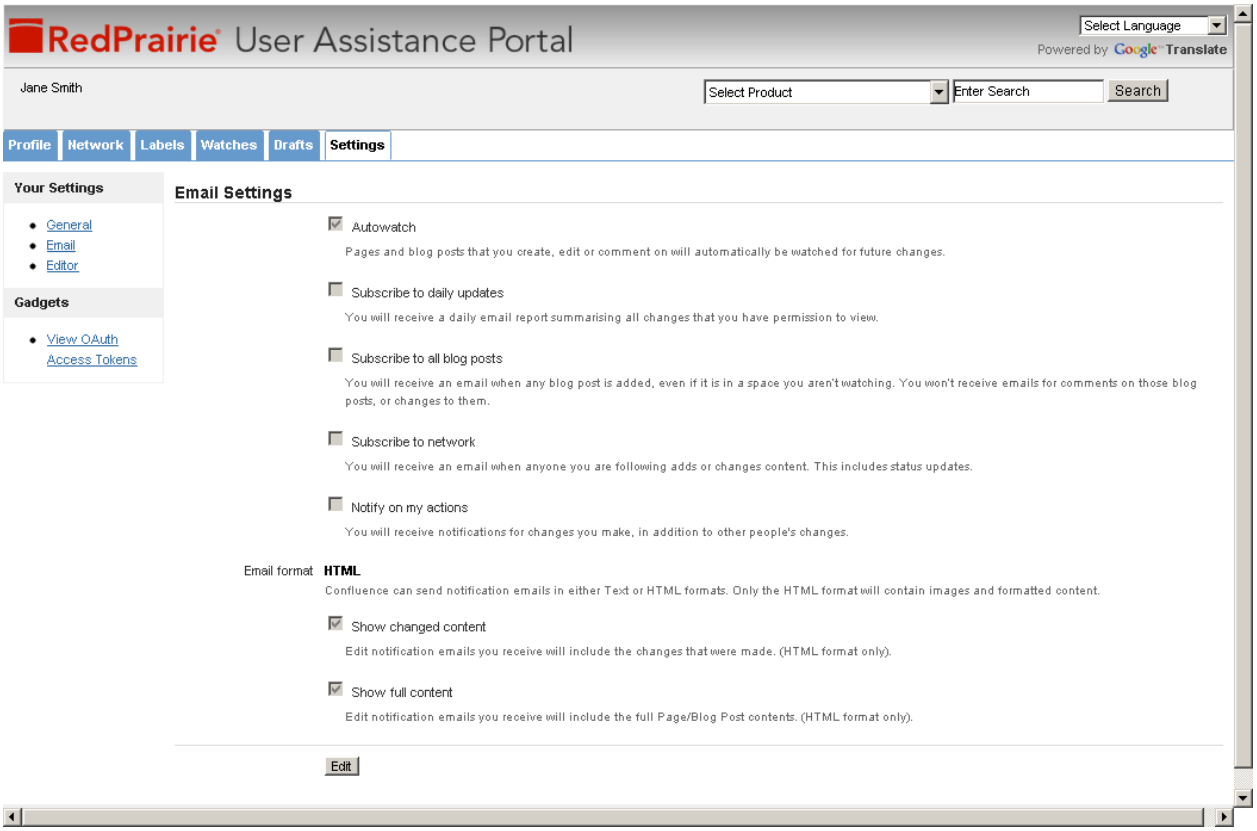
Use this procedure to manually enable or disable autowatch.

To enable or disable autowatch:

1. Take one of these actions.

If you are on...	Then...
The User Assistance Portal home page,	Take these actions. 1. From the **User** menu (your name), select **Profile.** 2. On the page that opens, select the **Settings** tab.
A product home page or documentation page,	From the **User** menu (your name), select **Settings**.

2. On the Settings tab, in the Your Settings area, click **Email**. The Email settings page appears.


RedPrairie User Assistance Portal
Select Language
Powered by Google Translate
Jane Smith
Select Product
Enter Search
Search
Profile
Network
Labels
Watches
Drafts
Settings
Your Settings
General
Email
Editor
Gadgets
View OAuth Access Tokens
Email Settings
Autowatch
Pages and blog posts that you create, edit or comment on will automatically be watched for future changes.
Subscribe to daily updates
You will receive a daily email report summarising all changes that you have permission to view.
Subscribe to all blog posts
You will receive an email when any blog post is added, even if it is in a space you aren't watching. You won't receive emails for comments on those blog posts, or changes to them.
Subscribe to network
You will receive an email when anyone you are following adds or changes content. This includes status updates.
Notify on my actions
You will receive notifications for changes you make, in addition to other people's changes.
Email format HTML
Confluence can send notification emails in either Text or HTML formats. Only the HTML format will contain images and formatted content.
Show changed content
Edit notification emails you receive will include the changes that were made. (HTML format only).
Show full content
Edit notification emails you receive will include the full Page/Blog Post contents. (HTML format only).
Edit

3. Click **Edit**.
4. Take one of these actions.

If you want to...	Then...
Enable autowatch,	Select the **Autowatch** check box.
Disable autowatch,	Clear the **Autowatch** check box.

5. Click **Submit**. Your user profile is updated.

View Watched Pages and Spaces

A watch is a setting that you can assign to a:

- Page so that you are notified by email when the page is edited or removed, or when a comment on the page is added, edited or removed from the page.
- Space so that you are notified by email when elements in the space (such as pages and attachments) are added, edited or removed. When you watch a space, you are automatically assigned to watch all of the pages in that space.

Use this procedure to:

- View your watch setting for a specific page.
- View a list of all of the portal pages and spaces that you are watching.

To view watched pages and spaces:

1. To view your watch setting for a specific page, take these actions.
    1. Open the page for which you want to view the watch setting.
    2. Click the **Tools** menu. If you are:
        - Watching the page, then the *Stop Watching* menu item is available.
        - Not watching the page, then the *Watch* menu item is available.
        - Watching the space to which the page belongs, then the *Watching Space* menu item is available indicating that you are watching this page and all the other pages in the watched space.
2. To view all of the pages and spaces that you are currently watching, take one of these actions.

If you are on...	Then...
The User Assistance Portal home page,	Take these actions. 1. From the **User** menu (your name), select **Profile.** 2. Select the **Watches** tab. A list of all the pages and spaces that you are currently watching appears. 3. If desired, click to stop watching a page or space. A message appears stating that you have stopped watching the page or space. If desired, click **Undo** to watch the page or space again.
A product home page or documentation page,	Take these actions. 1. From the **User** menu (your name), select **Watches**. A list of all the pages and spaces that you are currently watching appears. 2. If desired, click to stop watching a page or space. A message appears stating that you have stopped watching the page or space. If desired, click **Undo** to watch the page or space again.

Following Users

- Description

Description

You follow another user so that you are notified by email when the user performs actions on the User Assistance Portal. Specifically, when you follow another user, you will be notified each time the user:

- Adds a comment to a page on the portal.

- Modifies a comment associated with a page on the portal.
- Updates their user profile.

Once you are following a user, you can see their activity:

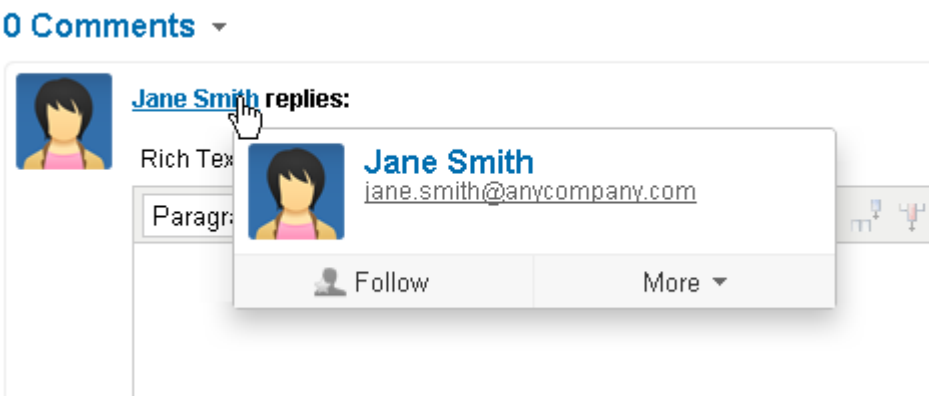
- On the Network tab (accessed from the User menu). The Network tab lists all of the tracked activities that you have permission to view for all the users that you are following. For more information, see Follow or Stop Following Another User. In the same way, people who follow you will be able to see all your posts and comments on the User Assistance Portal, provided they have permission to view the content.
- By email notification. You can request email notifications of any activity on the portal. For more information, see Define Email Preferences and Notifications.

Follow or Stop Following Another User

You follow another user so that you are notified when the user performs actions on the User Assistance Portal. Use this procedure to follow or stop following a user on the User Assistance Portal.

To follow or stop following another user:

1. If desired, take one of these actions to follow another user.

If you want to follow a user from...	Then...
A comment or post made by the user on the portal,	Take these actions. 1. Mouse over the user's linked name or profile picture. A tooltip appears.  2. Click **Follow**. The *Follow* tooltip item changes to *Stop Following* indicating that you are following the user.
Your profile settings,	Take these actions. 1. From the **User** menu (your user name), click **Network**. The Network tab appears. 2. In the Following area, type the first few characters of the name (or username) of the user that you want to follow. A list of suggested users that match your criteria appears. 3. From the list, select the user that you want to follow. 4. Click **Follow**. When you refresh the page, the user's name, picture and tracked activities appear.

2. If desired, stop following another user.

If you want to stop following a user from...	Then...
A comment or post made by the user on the portal,	Take these actions. 1. Mouse over the user's linked name or profile picture. A tooltip appears. 2. Click **Stop Following**. The *Stop Following* tooltip item changes to *Follow* indicating that you are no longer following the user.
Your profile settings,	Take these actions. 1. From the **User** menu (your user name), click **Network**. The Network tab appears. 2. Mouse over the picture of the user that you want to stop following. A tooltip appears. 3. Click **Stop Following**. The *Stop Following* tooltip item changes to *Follow* indicating that you are no longer following the user. When you refresh the page, the profile picture of the user that you stopped following is removed from the Following list, and their tracked activities no longer appear.

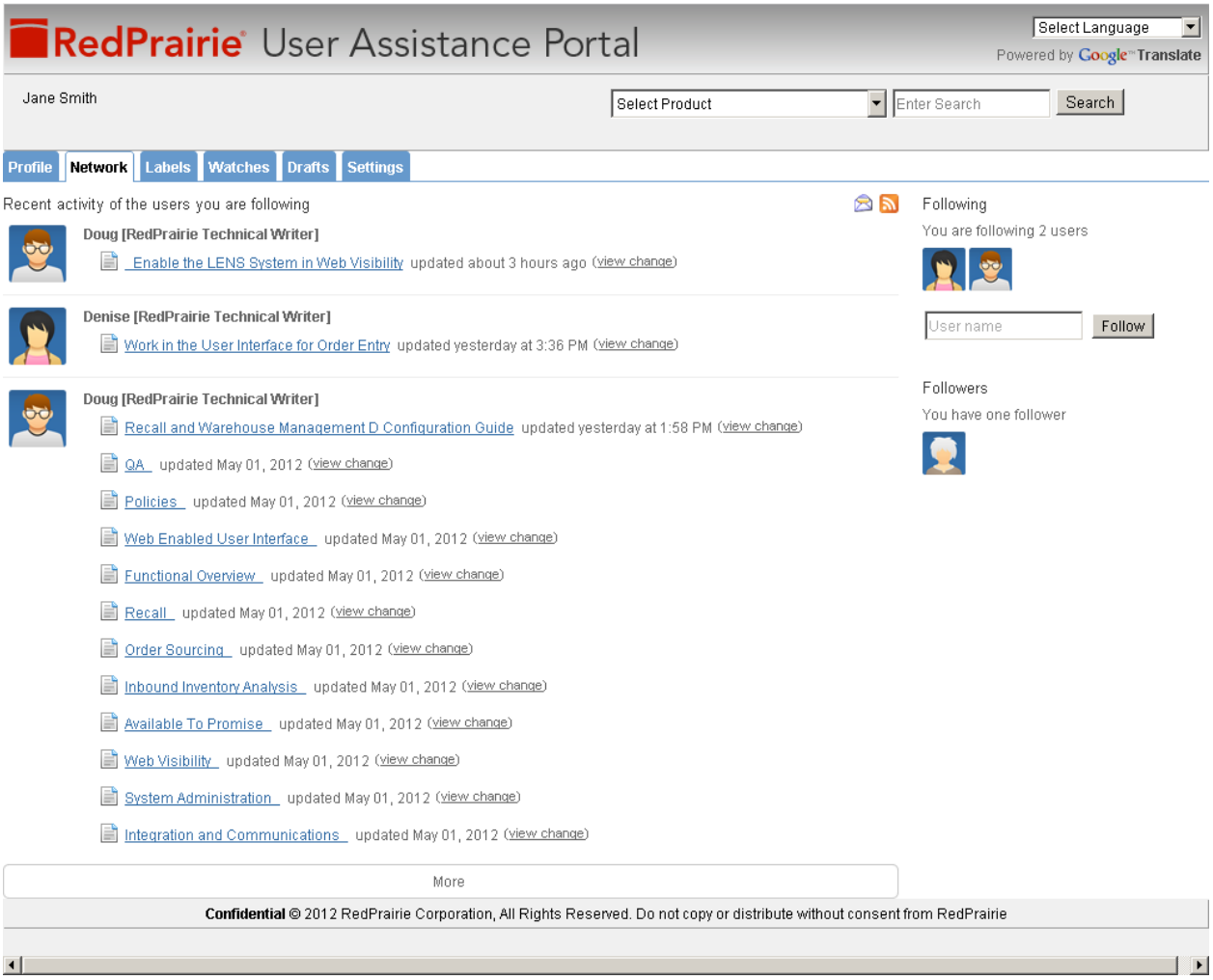
View Activity of Users You Are Following

You follow users so that you are notified when the users perform actions on the User Assistance Portal. Use this procedure to view the activities performed on the User Assistance Portal by the users that you are following.

To view activity of users you are following:

1. From the **User** menu (your user name), click **Network**. The Network tab appears.

2. The names, pictures and tracked activities of the users that you are following appear.


RedPrairie User Assistance Portal
Select Language
Powered by Google Translate
Jane Smith
Select Product
Enter Search
Search
Profile
Network
Labels
Watches
Drafts
Settings
Recent activity of the users you are following
Doug [RedPrairie Technical Writer]
Enable the LENS System in Web Visibility updated about 3 hours ago (view change)
Denise [RedPrairie Technical Writer]
Work in the User Interface for Order Entry updated yesterday at 3:36 PM (view change)
Doug [RedPrairie Technical Writer]
Recall and Warehouse Management D Configuration Guide updated yesterday at 1:58 PM (view change)
QA updated May 01, 2012 (view change)
Policies updated May 01, 2012 (view change)
Web Enabled User Interface updated May 01, 2012 (view change)
Functional Overview updated May 01, 2012 (view change)
Recall updated May 01, 2012 (view change)
Order Sourcing updated May 01, 2012 (view change)
Inbound Inventory Analysis updated May 01, 2012 (view change)
Available To Promise updated May 01, 2012 (view change)
Web Visibility updated May 01, 2012 (view change)
System Administration updated May 01, 2012 (view change)
Integration and Communications updated May 01, 2012 (view change)
Following
You are following 2 users
User name
Follow
Followers
You have one follower
More
Confidential © 2012 RedPrairie Corporation, All Rights Reserved. Do not copy or distribute without consent from RedPrairie

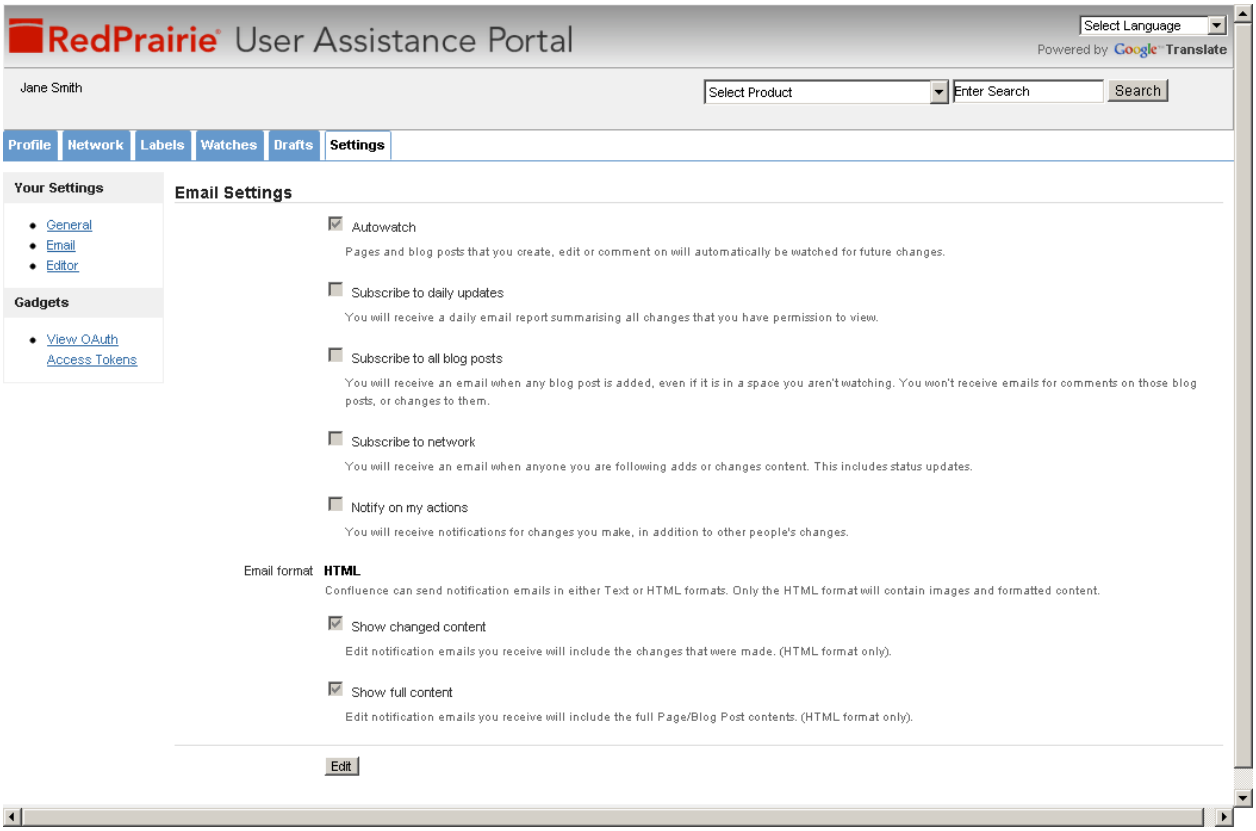
Define Email Preferences and Notifications

Email notifications are distribution lists to which you subscribe if you want to be notified of modifications made to content on the User Assistance Portal. You can configure email notifications to ensure that you are notified when content in which you are interested is modified, or when users that you are following post comments to portal pages. You can also configure email notifications to specify whether you receive email in HTML or text-only format.

To define email preferences and notifications:

1. From the **User** menu (your user name), click **Settings**.

2. On the Settings tab, in the Your Settings area, click **Email**. The Email Settings page appears.


RedPrairie User Assistance Portal
Select Language
Powered by Google Translate
Jane Smith
Select Product
Enter Search
Search
Profile
Network
Labels
Watches
Drafts
Settings
Your Settings
General
Email
Editor
Gadgets
View OAuth Access Tokens
Email Settings
Autowatch
Pages and blog posts that you create, edit or comment on will automatically be watched for future changes.
Subscribe to daily updates
You will receive a daily email report summarising all changes that you have permission to view.
Subscribe to all blog posts
You will receive an email when any blog post is added, even if it is in a space you aren't watching. You won't receive emails for comments on those blog posts, or changes to them.
Subscribe to network
You will receive an email when anyone you are following adds or changes content. This includes status updates.
Notify on my actions
You will receive notifications for changes you make, in addition to other people's changes.
Email format HTML
Confluence can send notification emails in either Text or HTML formats. Only the HTML format will contain images and formatted content.
Show changed content
Edit notification emails you receive will include the changes that were made. (HTML format only).
Show full content
Edit notification emails you receive will include the full Page/Blog Post contents. (HTML format only).
Edit

3. Click **Edit**.

4. Select or clear the check boxes as desired.

Field	Description
Autowatch	Indicates that you are automatically assigned to watch any page to which you add or update a comment. When cleared, you must manually watch pages on which you comment if you want to be notified of any modifications made to the page.
Subscribe to daily updates	Indicates that you will receive a daily email report summarizing the modifications made to all of the pages that you have permission to view on the User Assistance Portal. When cleared, you must assign a watch on the pages to be notified of modifications made to individual pages.
Subscribe to all blog posts	Reserved for future use. Blogs are currently not available on the User Assistance Portal.
Subscribe to network	Indicates that you will receive an email when any user that you are following adds or edits a page comment or updates their personal status.
Notify on my actions	Indicates that you will receive an email when you add or edit a page comment or when you update your personal status.
Email format	Format in which email notifications are sent. These are the valid values: • **HTML** – Indicates that emails are sent in HTML format, which provides advanced formatting capabilities, such as headings, bullet lists, images and emphasized text. • **Text** – Indicates that emails are sent in plain text format, which provides text, but no additional formatting information.
Show changed content	Indicates that emails notifying you of modified content will include the actual content that was changed. This option is only available when you select HTML from the Email format drop-down list. When cleared, notification emails will not include the modified content, even if you receive your emails in HTML format.
Show full content	Indicates that emails notifying you of modified content will include the entire page that was changed, not just the changed text. This option is only available when you select HTML from the Email format drop-down list. When cleared, notification emails will not include the page content, even if you receive your emails in HTML format.

5. Click **Submit**. The email configurations are saved.

User Profiles

- Description
- Example: User Profile

Description

User profiles are pages on the User Assistance Portal that display account information for each portal user, such as:

- Contact information.
- A picture or photo.
- An activity feed consisting of links to pages that contain comments or postings made by the user on the portal.

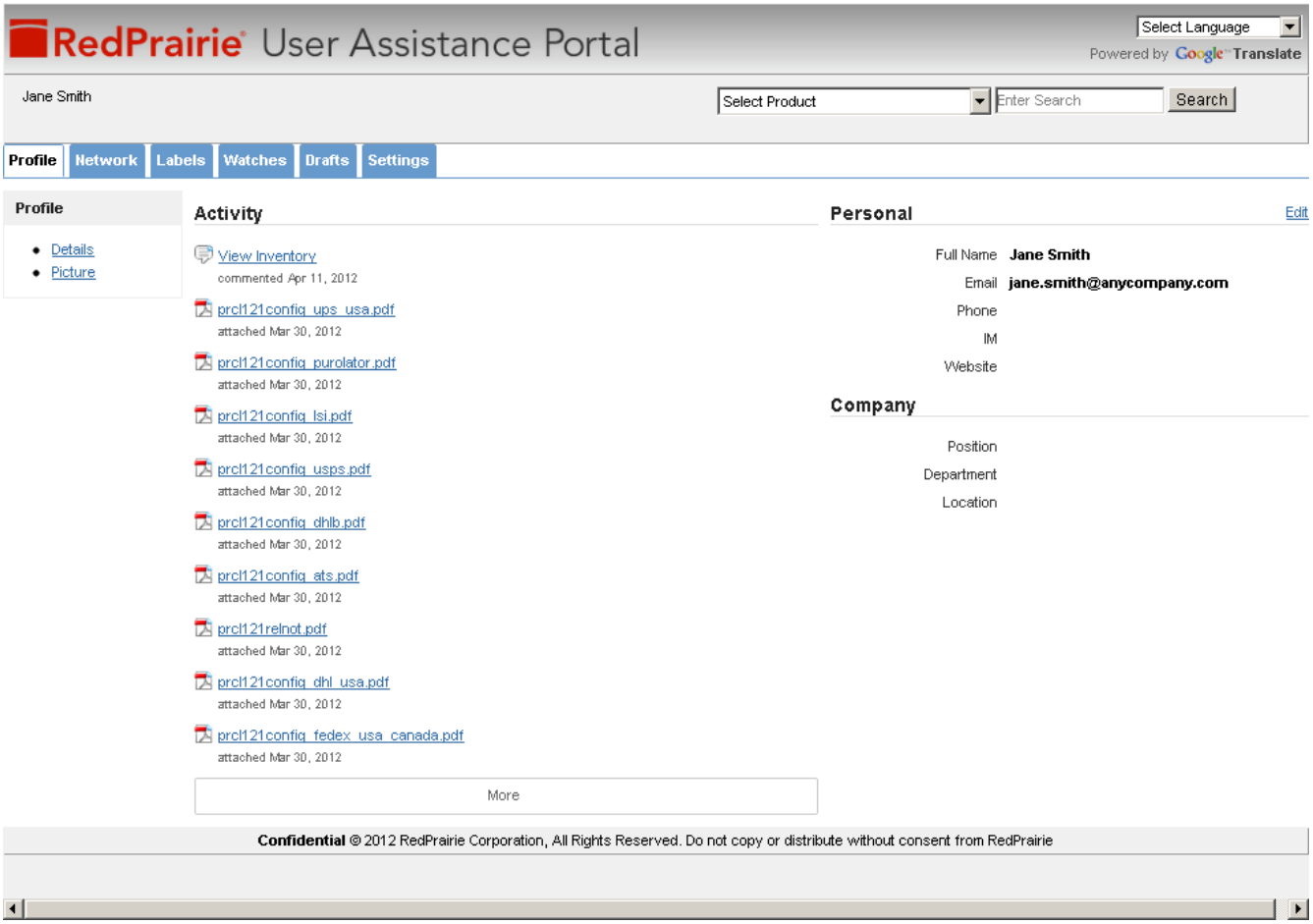
You can edit your user profile to update your contact information, or to add or remove the picture associated with your profile; however, you cannot edit or make changes to the profile of another user. Your profile picture is an icon that appears next to your name whenever your name appears on the portal. For example, when you add a comment to a topic, your profile picture appears next to your name. The activity feed on your user profile page is updated automatically by the system whenever you add or edit page comments or forum posts on the User Assistance Portal.

You can access:

- Your profile by clicking the User menu (your user name) and then selecting the Profile option.
- The profile of another user by clicking the user's name link that appears next to comments or postings made by that user.

Example: User Profile

This image is an example of a user profile page on the User Assistance Portal.



Edit Your User Profile

User profiles are pages on the User Assistance Portal that display account information for each portal user. You can edit your user profile to update your contact information, or to add or remove the picture associated with your profile.

IMPORTANT
If you upload a picture, it must be appropriate for business use. Pictures considered inappropriate for business use will be removed.

Note
You cannot edit or make changes to the profile of another user.

To edit your user profile:

1. From the **User** menu (your user name), select **Profile**. The Profile tab appears.
2. If desired, add or modify your personal details.
    1. In the Personal area, click **Edit**.
    2. On the page that appears, type or modify the text in any of the available fields.
    3. Click **Save** to save your changes and return to the Profile tab.
3. If desired, add or modify a picture for your profile.
    1. In the Profile area, click **Picture**.
    2. On the page that appears, take one of these actions.

If you want to...	Then...
Select a standard icon,	Take these actions. 1. In the Choose a Profile Picture area, select the icon that you want to use. 2. Click **Set Profile Picture**.
Upload your own profile picture,	Take these actions. 1. In the Upload a Profile Picture area, click **Choose File**. 2. On the Open window, select the picture that you want to use and click **Open**. 3. Click **Upload**. 4. If your uploaded picture is 48x48 pixels or less, it will automatically be added to the profile picture list. Otherwise, take these actions. 1. On the page that appears, on the image, select the area that you want to use as your profile picture. You can: • Drag and drop the square cropping frame over the area of the picture that you want to use as your profile picture. • Scale to size the square cropping frame over the area of the picture that you want to use as your profile picture. To do so, position your cursor over a corner of the square cropping frame, and when the cursor becomes a double-headed arrow, drag the frame to size over the area of the picture that you want to use as your profile picture. Scaling is restricted to a square so that the picture can be resized to 48x48 pixels. 2. Click **Save**. Your picture is automatically scaled for the wiki (48x48 pixels) and appears in the profile picture list. 5. In the picture profile list, select your picture, and then click **Set Profile Picture**.

4. If desired, delete a picture from your profile.

> **Note**
> You can only delete pictures that you have uploaded to the User Assistance Portal. Standard icons cannot be deleted.

1. In the Profile area, click **Picture**.
2. On the page that appears, select the picture that you want to delete.
3. Click **Delete**.
4. When a message appears asking if you want to delete the profile picture, click **Delete**. The uploaded picture is removed from the profile picture list.

Favorites

- Description
- Example: Favorites List

Description

Favorites are labels that you add to a page or space on the User Assistance Portal to provide access to the page or home page of the space from a single location on the portal. A label is a key word or tag that categorizes, identifies or bookmarks content on the portal.

When you add a page or space to your favorites:

- The *favorites* label is applied to the page or space.
- A link to the page or home page of the space is added to your favorites.
- A link to the user profile of the last user to edit the page or the home page of the space is added to your favorites.

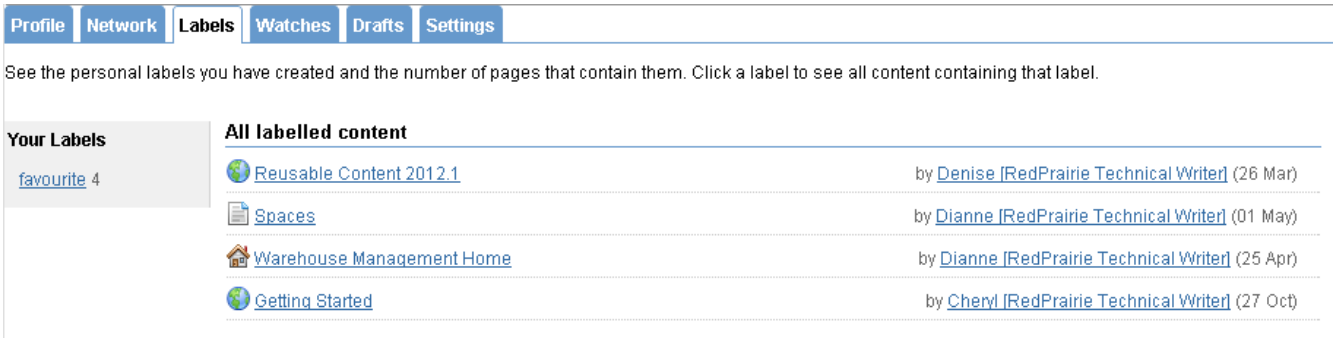
You can view a complete list of your favorite pages and spaces on the Labels tab (accessed from the User menu). Pages and spaces that appear in your favorites are differentiated by icons that indicate whether they are a space, page or home page. This table describes each icon.

Icon	Description
	Space
	Page
	Home page of a space. This icon is used when the home page is a favorite, but the space for the home page is not.

You can also refer to the favorites icon ( ) in the Tools menu on the page to determine whether the page that you are viewing is a favorite. If a page is a favorite, then the star icon next to the favorites menu option appears yellow; otherwise, the star icon appears gray.

Example: Favorites List

This image is an example of favorites that appear on the Labels tab.


Profile
Network
Labels
Watches
Drafts
Settings
See the personal labels you have created and the number of pages that contain them. Click a label to see all content containing that label.
Your Labels
favourite 4
All labelled content
Reusable Content 2012.1
by Denise [RedPrairie Technical Writer] (26 Mar)
Spaces
by Dianne [RedPrairie Technical Writer] (01 May)
Warehouse Management Home
by Dianne [RedPrairie Technical Writer] (25 Apr)
Getting Started
by Cheryl [RedPrairie Technical Writer] (27 Oct)

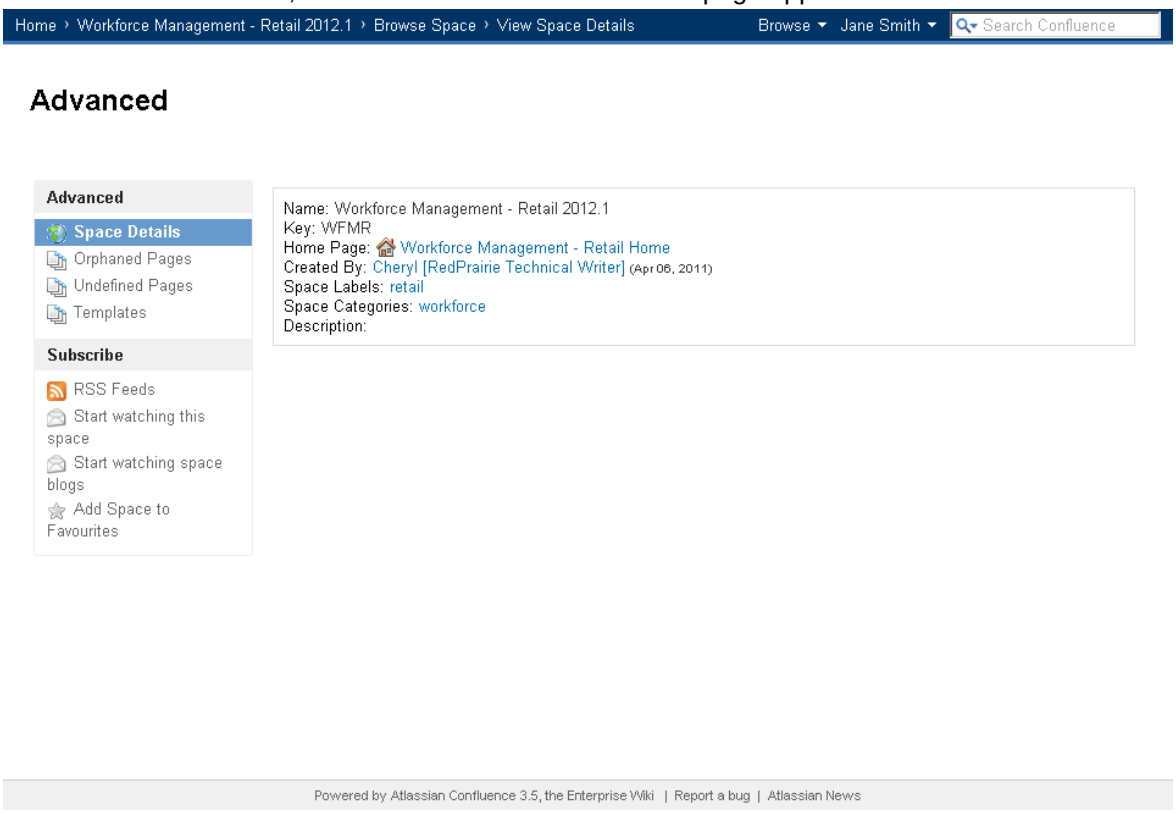
Add or Remove a Page or Space from Favorites

Favorites are labels that you add to a page or space on the User Assistance Portal to provide access to the page or home page of the space from a single location on the portal. Use this procedure to add or remove a page or space from favorites.

To add or remove a page or space from favorites:

1. To add or remove a page as a favorite, take these actions.
    1. If you have not already done so, open the page on the User Assistance Portal that you want to add as a favorite.
    2. From the **Tools** menu, click **Favorite**. The icon appears next to the menu item indicating that the topic is now a favorite.
    3. To remove the page from your favorites, from the **Tools** menu, click **Favorite**. The icon appears next to the menu item indicating that the topic is no longer a favorite.

2. To add or remove a space as a favorite, take these actions.
    1. If you have not already done so, open a page in the space that you want to add as a favorite.
    2. From the **Browse** menu, select **Advanced**. The Advanced page appears.



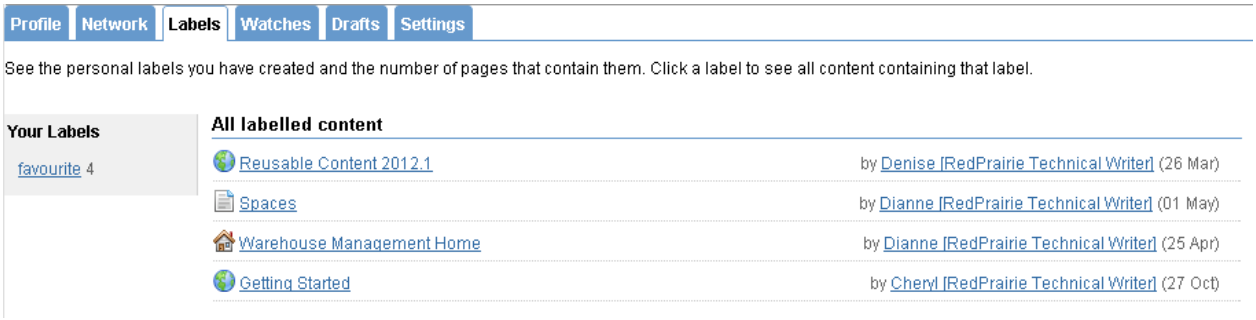
    3. In the Subscribe area, click **Add Space to Favorites**. The *Add Space to Favorites* item changes to *Remove Space from Favorites* indicating that the space is now a favorite.
    4. To remove the space from your favorites, in the Subscribe area, click **Remove Space from Favorites**. The *Remove Space from Favorites* item changes to *Add Space to Favorites* indicating that the space is no longer a favorite.

View Favorite Pages and Spaces

Favorites are labels that you add to a page or space on the User Assistance Portal to provide access to the page or home page of the space from a single location on the portal. Use this procedure to view a list of your favorite pages and spaces.

To view favorite pages and spaces:

1. From the **User** menu (your name), click **Labels**. The Labels tab appears listing your favorite pages and spaces.


Profile
Network
Labels
Watches
Drafts
Settings
See the personal labels you have created and the number of pages that contain them. Click a label to see all content containing that label.
Your Labels
favourite 4
All labelled content
Reusable Content 2012.1
by Denise [RedPrairie Technical Writer] (26 Mar)
Spaces
by Dianne [RedPrairie Technical Writer] (01 May)
Warehouse Management Home
by Dianne [RedPrairie Technical Writer] (25 Apr)
Getting Started
by Cheryl [RedPrairie Technical Writer] (27 Oct)

2. If desired, you can click a:
   - Page or space name to view the favorite page, or the home page of the favorite space.
   - User name to view the user profile of the person who last updated the favorite page or the home page of the favorite space.

Generating Documents from Portal Content

- Description

Description

You can print copies or generate Adobe PDF files of the content on the User Assistance Portal to make offline copies of the content available for your review. For example, you can:

- Print one or more pages to be able to access the content in a non-computing environment.
- Generate an Adobe PDF file from a page or group of pages (such as a user guide) to be able to access the content in an offline environment. You can also generate PDF files for internal distribution to staff members working with RedPrairie products.

Content contained in printed and PDF files is static, whereas content on the User Assistance Portal is live and constantly updating. If you rely on printed or generated PDF files for support of your RedPrairie products, consider subscribing to content updates of the pages or spaces in which you are interested so that you can be notified when the content is modified. For more information, see Subscribing to Content Updates.

Generate a PDF File from Portal Content

You can generate an Adobe PDF file from portal content to create an electronic copy for offline use. When you generate a PDF file, you can create a file comprised of:

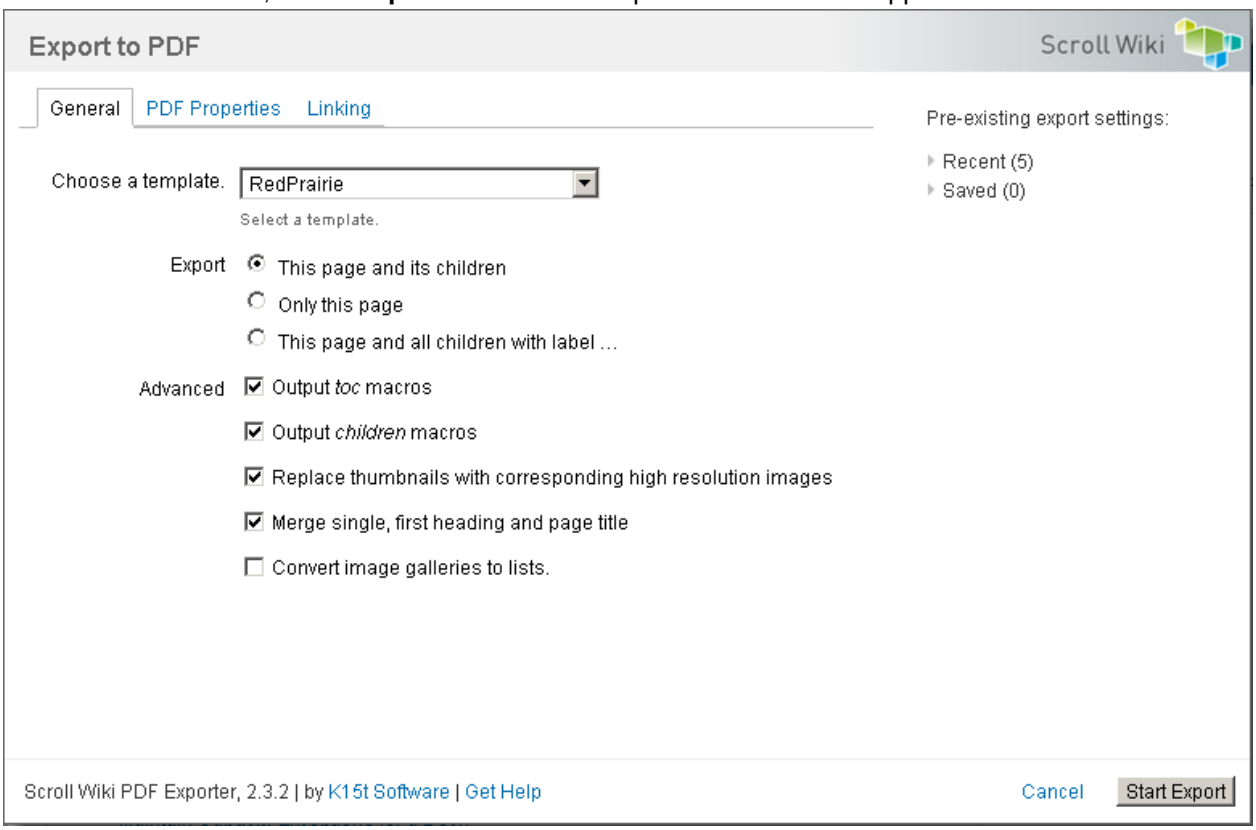
- A single page of content.
- Multiple pages of related content, specifically a portal page and related child pages.
- A user guide.

To generate a PDF file from portal content:

1. Take one of these actions.

If you want to generate a PDF file from a...	Then open the...
Single page of content,	Page that you want to generate into a PDF file.
Page and its related child pages,	Parent page from which you want to generate the PDF file. A parent page is the high-level page to which child pages (or sub-pages) are linked.
User guide,	Table of contents page of the user guide for which you want to generate the PDF file.

2. From the **Tools** menu, select **Export to PDF**. The Export to PDF window appears.

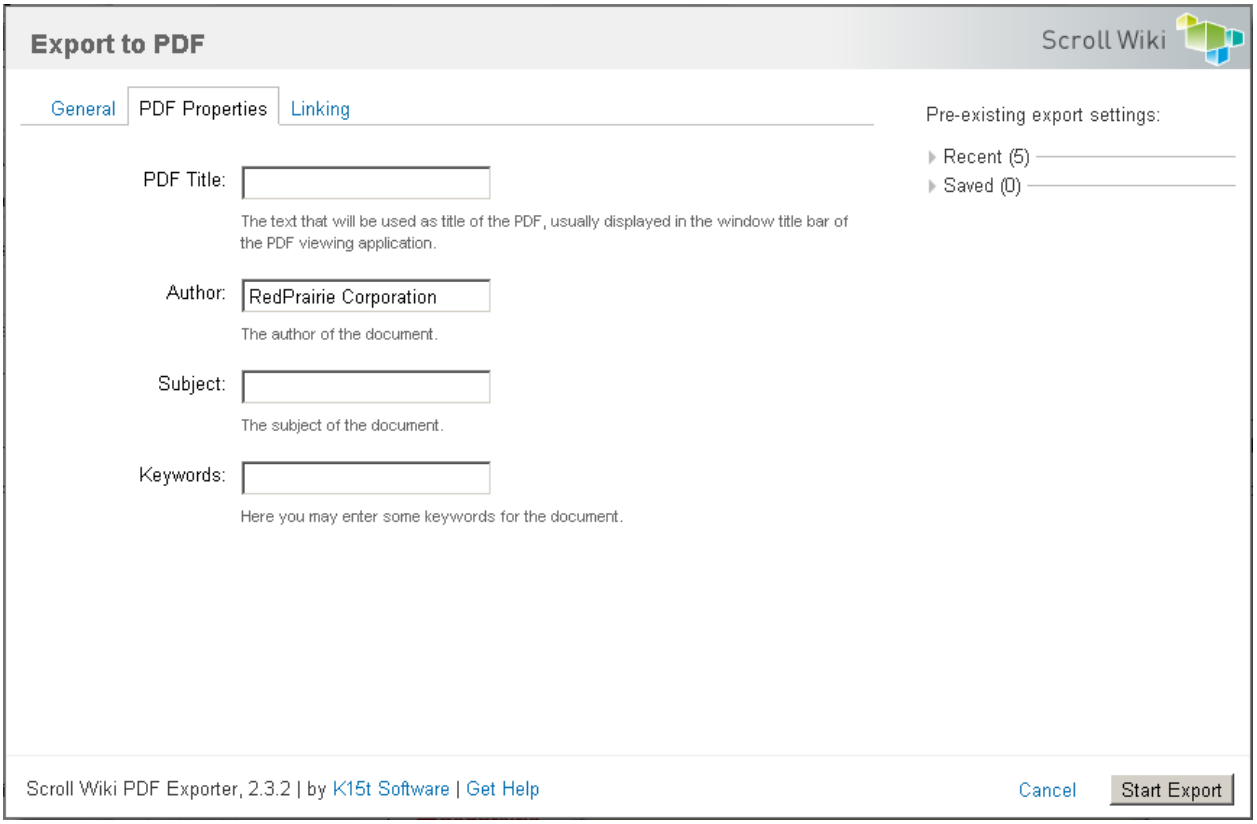


3. On the General tab, from the **Choose a template** drop-down list, select the template that you want to use when generating the PDF. If you are generating a technical specifications guide, then select **RedPrairie Technical Specifications**; otherwise, select **RedPrairie**.

4. In the Export area, take one of these actions.

If you want to generate a PDF file from a...	Then select...
Single page of content,	**Only this page**.
Page and its related child pages,	**This page and its children**.
User guide,	**This page and its children**.

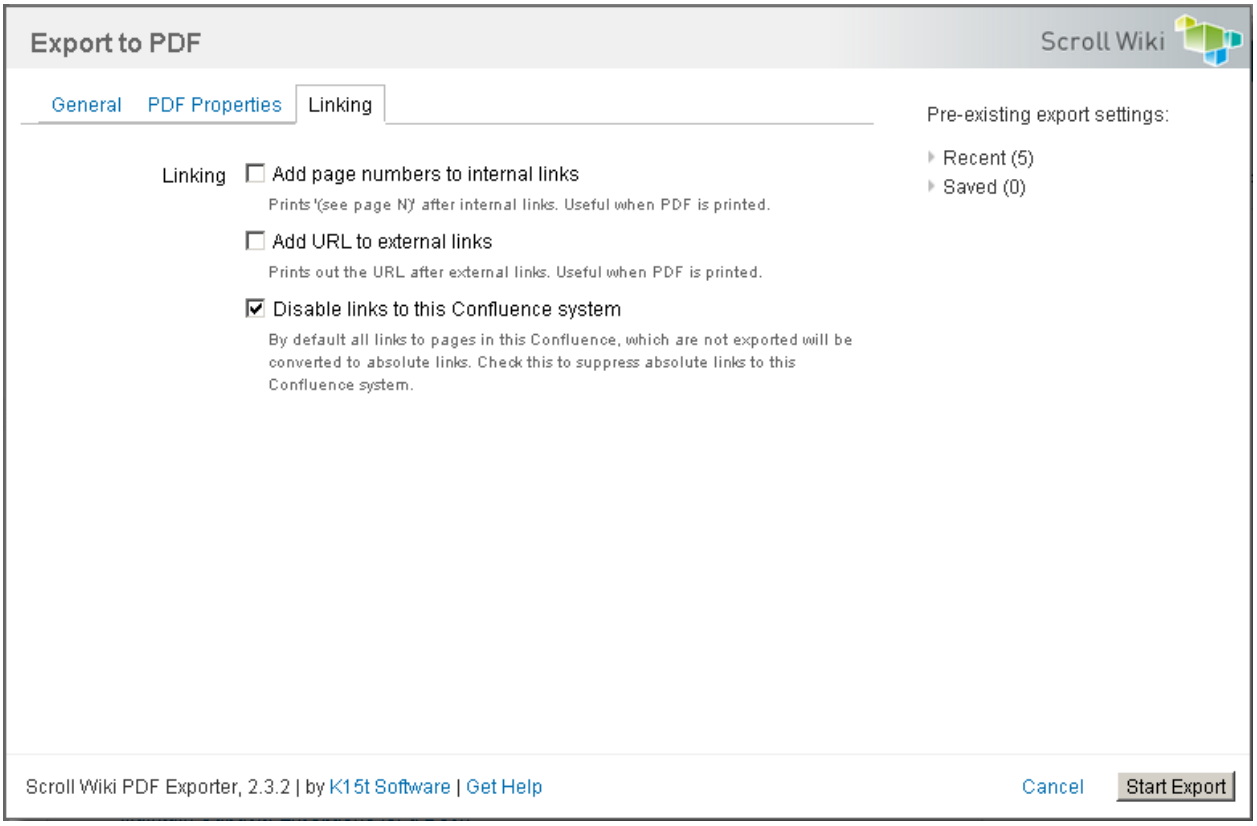
5. In the Advanced area, select these check boxes:
   - **Output toc macros**
   - **Output children macros**
   - **Replace thumbnails with corresponding high resolution images**
   - **Merge single, first heading and page title**
6. Select the **PDF Properties** tab.


Export to PDF
Scroll Wiki
General
PDF Properties
Linking
Pre-existing export settings:
Recent (5)
Saved (0)
PDF Title:
The text that will be used as title of the PDF, usually displayed in the window title bar of the PDF viewing application.
Author:
RedPrairie Corporation
The author of the document.
Subject:
The subject of the document.
Keywords:
Here you may enter some keywords for the document.
Scroll Wiki PDF Exporter, 2.3.2 | by K15t Software | Get Help
Cancel
Start Export

7. If desired, enter this information.

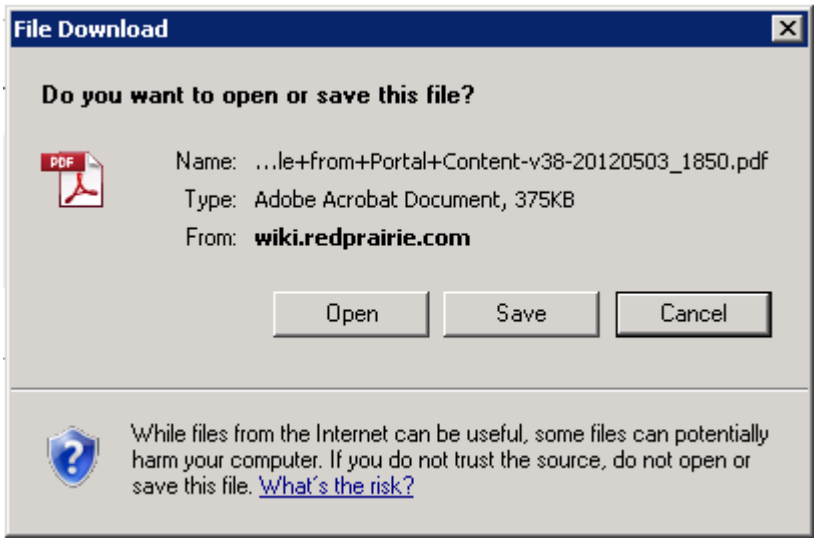
Field	Description
PDF Title	Text displayed in the title bar of the PDF file.
Author	RedPrairie Corporation. Do not modify.
Subject	Optional text describing the subject matter of the document.
Keywords	Optional text describing the document for use in web searches.

8. Select the **Linking** tab.


Export to PDF
Scroll Wiki
General
PDF Properties
Linking
Pre-existing export settings:
Recent (5)
Saved (0)
Linking
Add page numbers to internal links
Prints '(see page N)' after internal links. Useful when PDF is printed.
Add URL to external links
Prints out the URL after external links. Useful when PDF is printed.
Disable links to this Confluence system
By default all links to pages in this Confluence, which are not exported will be converted to absolute links. Check this to suppress absolute links to this Confluence system.
Scroll Wiki PDF Exporter, 2.3.2 | by K15t Software | Get Help
Cancel
Start Export

9. Select the **Disable links to this Confluence System** check box.
10. Click **Start Export** to begin generating the PDF file.

11. On the **Export to PDF** window, click **Download**. The File Download window appears.


File Download
Do you want to open or save this file?
Name: ...le+from+Portal+Content-v38-20120503_1850.pdf
Type: Adobe Acrobat Document, 375KB
From: wiki.redprairie.com
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

12. Take these actions.

If you want to...	Then...
Open the PDF file,	Click **Open**. The PDF file opens in your PDF viewer.
Save the PDF file,	Take these actions. 1. Click **Save**. 2. Browse to the location on your computer where you want to save the file. 3. Click **Save**.

13. On the Export to PDF window, click **Close**.

Print a Page from the Portal

Use this procedure to print a page from the User Assistance Portal using the standard print function in your web browser.

> **Note**
> To print multiple pages from the portal at once, export pages or spaces to an Adobe PDF file. For more information, see Generate a PDF File from Portal Content.

To print a page from the portal:

1. If you have not already done so, open the page on the User Assistance Portal that you want to print.
2. Right-click the page, and then from the shortcut menu, select **Print**.
3. On the Print window, select the print options and click **Print**.

Staying Connected with RedPrairie

- Description
- Related Topics

Description

When you are connected with RedPrairie, you have a direct source of information about RedPrairie products, features and news. Staying connected means that you can provide input about RedPrairie software and user assistance while communicating with other users about their experiences and product use. It also means having a direct source of information about the latest RedPrairie news and feature development. Specifically, you can stay connected to the latest RedPrairie news and development plans by:

- **Subscribing to the RedPrairie Twitter page** – Twitter is an online social network service that RedPrairie uses to broadcast short messages, links and news items to subscribers. When you follow RedPrairie on Twitter, you receive these messages (called "tweets") automatically.
- **Contacting a RedPrairie product manager** – Product managers are the creators and owners of product release plans that determine features and functionality that go into major product releases. You can contact your product manager if you want to:
  - Learn about new features and functionality planned for upcoming releases.
  - Request new functionality for your product.

Related Topics

- Contact a Product Manager
- Follow RedPrairie on Twitter
- Report a Documentation Issue

Contact a Product Manager

Introduction

RedPrairie product managers are the creators and owners of product release plans that determine features and functionality that go into major product releases. To maximize the value delivered through the product in the release, product managers solicit input from various stakeholders including the RedPrairie Product Strategy organization, RedPrairie Business Units, the RedPrairie Product Development organization and User Groups. A product manager is your go to person for:

- Obtaining information on what is planned for upcoming releases
- Advocating new functionality within a product to derive more value in the business area addressed by the product

Contacts

This table lists the RedPrairie product managers, along with the products for which they are responsible and their contact information. If you have questions regarding the direction of a particular RedPrairie product, please feel free to contact the appropriate product manager.

Products	Product Manager	Contact by Phone	Send an e-Mail Message
Enterprise Store Operations	**Fiona Harris**	Office: 678-639-5774	Fiona.Harris@RedPrairie.com
Performance Management	**John Moulton**	Office: 678-639-5344	John.Moulton@RedPrairie.com
Transportation Management	**Jason Barker**	Office: 262-317-2391	Jason.Barker@redprairie.com
• Traceability • Warehouse Management • Workforce Management - Supply Chain	**Scott Zickert**	Office: 262-317-2441	Scott.Zickert@redprairie.com
Workforce Management - Retail	• **Pratik Jagad** • **Bill Bozeman**	• Office: 678-639-5749 • Office: 678-639-5638	• Pratik.Jagad@RedPrairie.com • Bill.Bozeman@RedPrairie.com

Follow RedPrairie on Twitter

- Description
- Example: RedPrairie Twitter Page

Description

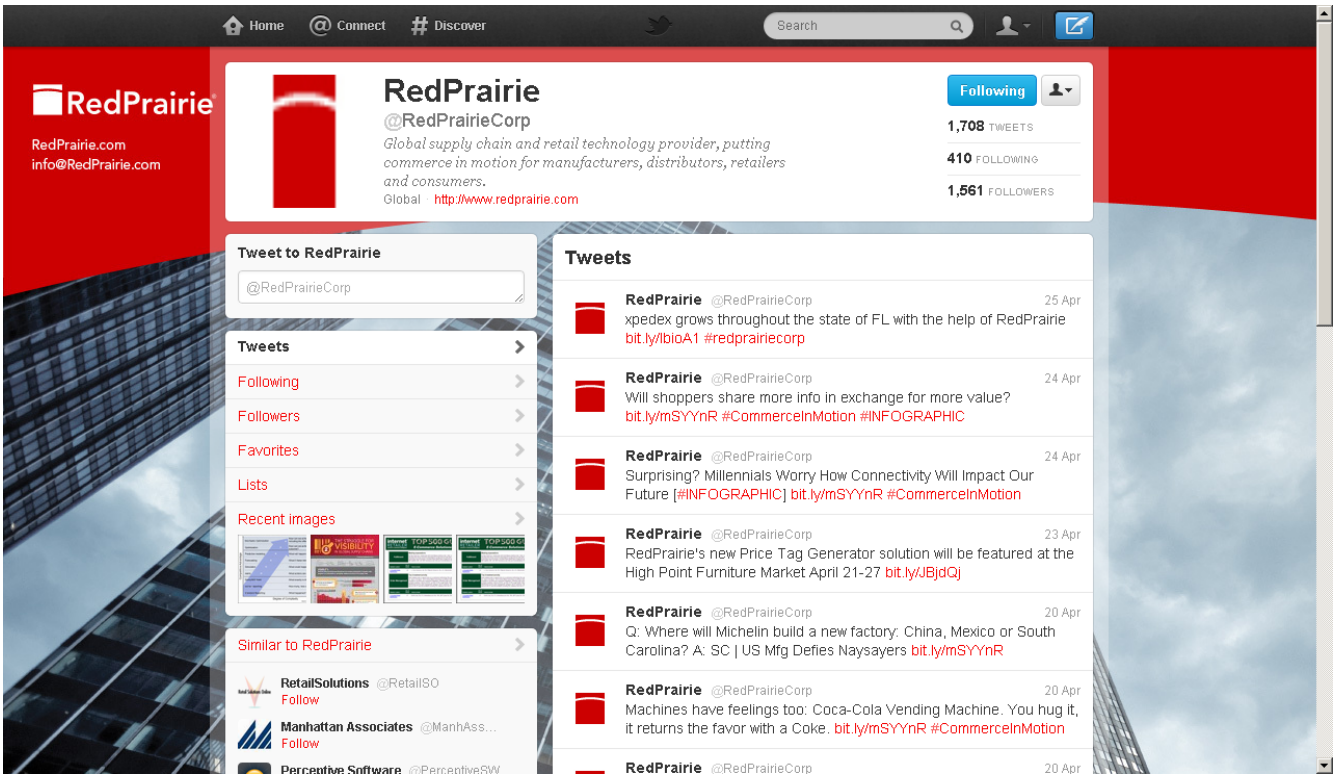
You can use Twitter to stay connected to RedPrairie news at all times. Twitter is an online social network service that lets users send and read text-based posts of up to 140 characters. RedPrairie broadcasts these text-based posts, also known as "tweets," to followers of the RedPrairie Twitter page located at https://twitter.com/#!/redprairiecorp.

You can visit the RedPrairie Twitter page on the User Assistance Portal by clicking on the portal home page and product home pages. If you have a Twitter account, you can follow or stop following RedPrairie from the RedPrairie Twitter page.

If you are not a current Twitter user and would like more information about how to register to receive tweets, see http://www.twitter.com.

Example: RedPrairie Twitter Page

This image is an example of the RedPrairie page on Twitter.


Home
Connect
Discover
Search
RedPrairie
RedPrairie.com
info@RedPrairie.com
RedPrairie
@RedPrairieCorp
Global supply chain and retail technology provider, putting commerce in motion for manufacturers, distributors, retailers and consumers.
Global http://www.redprairie.com
Following
1,708 TWEETS
410 FOLLOWING
1,561 FOLLOWERS
Tweet to RedPrairie
@RedPrairieCorp
Tweets
Following
Followers
Favorites
Lists
Recent images
Similar to RedPrairie
RetailSolutions @RetailSO
Follow
Manhattan Associates @ManhAss...
Follow
Perceptive Software @PerceptiveSW
Tweets
RedPrairie @RedPrairieCorp 25 Apr
xpedex grows throughout the state of FL with the help of RedPrairie bit.ly/IbioA1 #redprairiecorp
RedPrairie @RedPrairieCorp 24 Apr
Will shoppers share more info in exchange for more value? bit.ly/mSYYnR #CommerceInMotion #INFOGRAPHIC
RedPrairie @RedPrairieCorp 24 Apr
Surprising? Millennials Worry How Connectivity Will Impact Our Future [#INFOGRAPHIC] bit.ly/mSYYnR #CommerceInMotion
RedPrairie @RedPrairieCorp 23 Apr
RedPrairie's new Price Tag Generator solution will be featured at the High Point Furniture Market April 21-27 bit.ly/JBjdQj
RedPrairie @RedPrairieCorp 20 Apr
Q: Where will Michelin build a new factory: China, Mexico or South Carolina? A: SC | US Mfg Defies Naysayers bit.ly/mSYYnR
RedPrairie @RedPrairieCorp 20 Apr
Machines have feelings too: Coca-Cola Vending Machine. You hug it, it returns the favor with a Coke. bit.ly/mSYYnR #CommerceInMotion
RedPrairie @RedPrairieCorp 20 Apr

Report a Documentation Issue

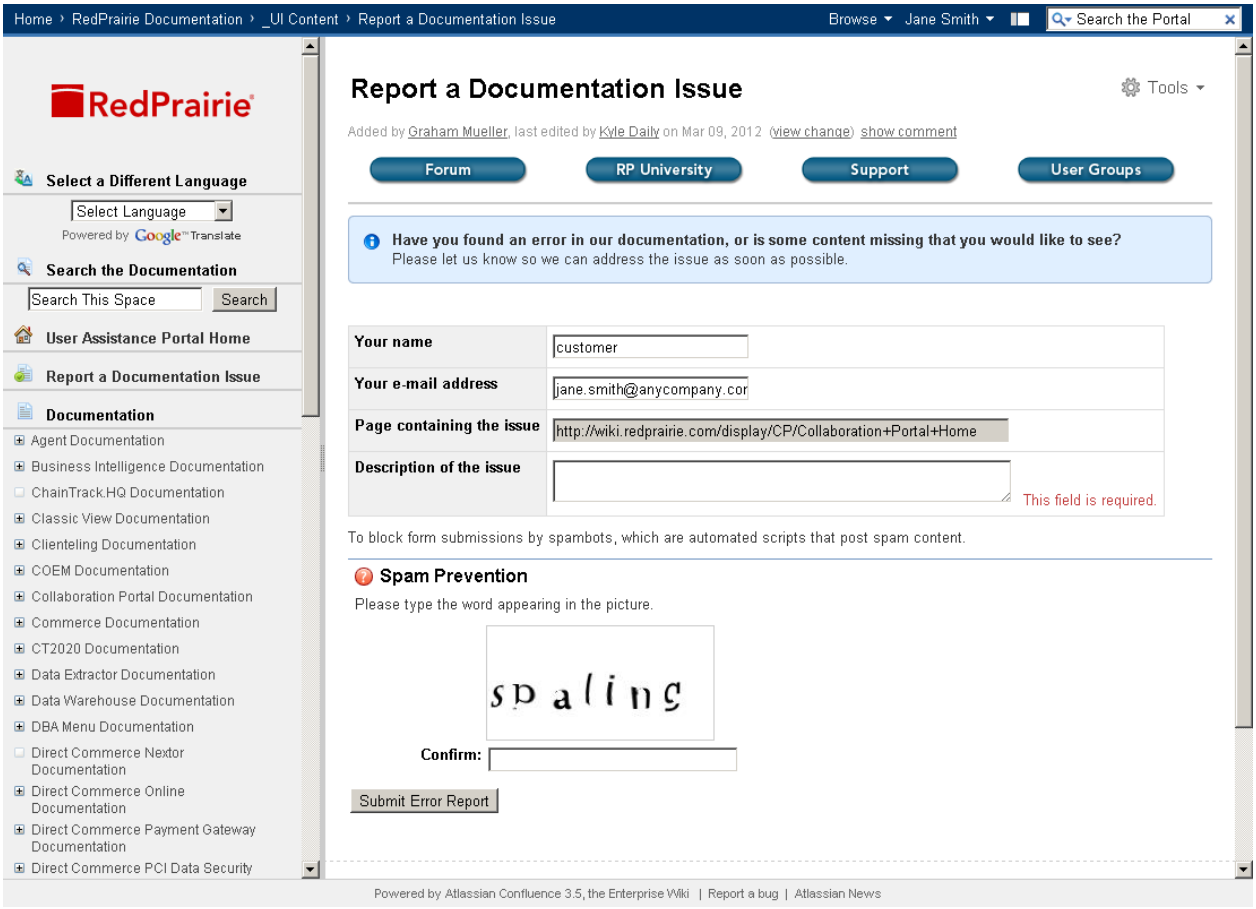
You can report a documentation issue if you want to:

- Report a perceived error in the documentation (for example, if your RedPrairie product does not function as described in the documentation).
- Request further information about the topic.

All reported documentation issues are evaluated and addressed by the RedPrairie User Assistance team. When you submit an issue, you will receive confirmation from a User Assistance team member who will communicate with you about the problem and potential resolutions.

To report a documentation issue:

1. If you have not already done so, open the page that contains the issue that you want to report.
2. On the left navigation pane, click **Report a Documentation Issue**. The Report a Documentation Issue page appears.


Home › RedPrairie Documentation › _UI Content › Report a Documentation Issue
Browse
Jane Smith
Search the Portal
RedPrairie
Select a Different Language
Select Language
Powered by Google Translate
Search the Documentation
Search This Space
Search
User Assistance Portal Home
Report a Documentation Issue
Documentation
Agent Documentation
Business Intelligence Documentation
ChainTrack.HQ Documentation
Classic View Documentation
Clienteling Documentation
COEM Documentation
Collaboration Portal Documentation
Commerce Documentation
CT2020 Documentation
Data Extractor Documentation
Data Warehouse Documentation
DBA Menu Documentation
Direct Commerce Nextor Documentation
Direct Commerce Online Documentation
Direct Commerce Payment Gateway Documentation
Direct Commerce PCI Data Security
Report a Documentation Issue
Tools
Added by Graham Mueller, last edited by Kyle Daily on Mar 09, 2012 (view change) show comment
Forum
RP University
Support
User Groups
Have you found an error in our documentation, or is some content missing that you would like to see?
Please let us know so we can address the issue as soon as possible.
Your name
customer
Your e-mail address
jane.smith@anycompany.cor
Page containing the issue
http://wiki.redprairie.com/display/CP/Collaboration+Portal+Home
Description of the issue
This field is required.
To block form submissions by spambots, which are automated scripts that post spam content.
Spam Prevention
Please type the word appearing in the picture.
spaling
Confirm:
Submit Error Report
Powered by Atlassian Confluence 3.5, the Enterprise Wiki | Report a bug | Atlassian News

3. Enter this information.

Field	Description
Your Name	Full name used to identify you.
Your email address	Email address at which you want to be contacted regarding the issue.
Page containing the issue	Display only. URL of the page that you were viewing when you clicked the Report a Documentation Issue link.
Description of the issue	Description of the problem that you identified in the documentation. This is a required field.

4. In the Spam Prevention area, in the **Confirm** box, type the word that appears in the picture.
5. Click **Submit Error Report**. A member of the User Assistance team will contact you to confirm receipt of the notification and to discuss the issue and possible resolutions.

User Groups

- Description
- RedPrairie User Groups
- User Group Meetings
- Annual Enhancement Surveys
- New Release Webinars
- Discussion Forum
- How to Join

Description

The RedPrairie User Groups are sets of people who have similar interests and goals in advancing RedPrairie products and functionality. The User Group members, distributed throughout the world, regularly meet to share ideas.

RedPrairie User Groups are designed for members to:

- Network and learn from other users.
- Receive updates on product strategy and direction.
- Provide influence to RedPrairie on products and processes.

RedPrairie User Groups

RedPrairie has these User Groups organized by product:

- Commerce
- Enterprise Store Operations
- Transportation Management
- Warehouse Management
- Warehouse Management - Dispatcher
- Workforce Management for Retail

Each User Group has one or more users that represent the group as the leader. RedPrairie coordinates with the leader in planning and facilitating User Group activities.

User Group Meetings

The User Groups have two formal meetings each year:

- In May at RedShift (Americas)
- In October at a RedPrairie office

You can access agendas, presentations and more information on the Meeting Agenda pages for a User Group accessed on the User Group Space page.

Annual Enhancement Surveys

RedPrairie conducts an annual voting survey for each User Group in spring; users submit enhancements that they would like to be considered. RedPrairie selects key enhancements for inclusion in the following year's releases. For a full description of the voting process, see the Voting section for a User Group accessed on the User Group Space page.

New Release Webinars

With each major release, RedPrairie conducts a new release webinar covering the major enhancements of that release. The webinars are recorded and available for playback on the User Group Space page.

Discussion Forum

Discussion forums are available for members of the User Group Community to ask questions of other users as well as RedPrairie product managers. You can click the Forum button on any page on the User Assistance Portal to access the forums.

How to Join

Any current customer can participate on a User Group. If you are interested in receiving future User Group communications, please contact Keri Davis at RedPrairie. For User Assistance Portal login credentials, please contact your internal RedPrairie support administrator.

Frequently Asked Questions About the User Groups

- Description
- What are the terms and conditions for participating in the User Groups?
- How do I access the User Groups?
- How can I be alerted to activity on the pages in the User Group space?
- How do I add a comment to a page?
- How do I add my contact information to the User Group portal?
- What is the discussion forum?

Description

The following are commonly asked questions regarding User Groups and the Redprairie User Groups space on the User Assistance Portal. You can access the User Group space on the portal to:

- View User Group meeting information, which includes agendas and presentations.
- View feature enhancement voting information, log requests before voting and discuss designs for winning enhancements.
- View and enter User Group member contact information.
- Participate in a discussion forum.

What are the terms and conditions for participating in the User Groups?

The terms and conditions for participating in the User Groups on the User Assistance Portal are defined in RedPrairie User Assistance Portal Terms and Conditions. For a general overview of the terms of use, see Ground Rules for Comments and Posts.

How do I access the User Groups?

You access the User Groups from the Support Cloud on the User Assistance Portal. You must have a user name and login to access the User Assistance Portal. Your login information will be provided to you by your internal RedPrairie support administrator.

How can I be alerted to activity on the pages in the User Group space?

You can receive email notifications whenever anyone modifies a page (such as when the page is edited or removed, or when a comment on the page is added, edited or removed from the page) by watching individual pages in the User Group space. If you want to see changes to all the pages in the User Group space, you can watch the space.

You will receive an email notification every time someone makes a modification; there is no daily digest for these notifications. You can stop watching pages or the User Groups space at any time.

For more information on how to watch and stop watching a:

- Page on the portal, see Watch or Stop Watching a Page.
- Space on the portal, see Watch or Stop Watching a Space.

How do I add a comment to a page?

A comment is a remark, question, or any other additional information that you want to add to a page. Comments are a means by which your user community can interact with each other and with RedPrairie relative to the content on a specific page. For more information, see Page Comments. To manage comments, see Add, Modify or Delete a Page Comment.

How do I add my contact information to the User Group portal?

User Group contact information consists of information that group users add about themselves and their product use to the group contact information page for each User Group. For information about maintaining contact information, see Add, Modify or Delete User Group Contact Information.

What is the discussion forum?

The forum is a separate communication tool that lets you view, post and reply to comments or questions online. For information about the discussion forum, see Forum.

Add, Modify or Delete User Group Contact Information

User Group contact information consists of contact details that you can add about yourself and your product use to the group contact information page. Contact information is optional, and must be maintained by the user to which it applies.

To add, modify or delete User Group contact information:

1. Access your User Group home page.
    1. On any page on the User Assistance Portal, click **User Groups**.
    2. On the RedPrairie User Groups page, in the Welcome panel, click the User Group for which you want to add, modify or delete contact information.
2. On the User Group home page, in the User Group Contacts area, click **Add or View Contact Information**.

3. Take one of these actions.

If you want to...	Then...
Add contact information,	Take these actions. 1. Click **New User? Sign Up Here!**. The User Group Contact Information page appears. 2. In the **Name** box, type your name. 3. In the **Email** box, type the email address at which you want to be contacted. 4. If desired, enter information in the remaining boxes. 5. Click **Create User**. 6. Click **Back** to return to the User Group Contact Information page. Your contact information appears in the user group contact information list.
Modify your contact information,	Take these actions. 1. On your User Group contact card, click **Edit**. The Editing User page appears. 2. Modify your contact information as required. **Note** You can modify the contents of the Name and Email boxes; however, you cannot delete that information. If you attempt to save the record without a name or email address, the record will not save. 3. Click **Update User**. The updated contact information appears in the user group contact information list.
Delete your contact information,	On your User Group contact card, click **Remove**, and then click **OK**. Your contact information is removed from the user group contact information list.

Security

- Hosting
- Internet Security
- SAS70

Hosting

The User Assistance Portal is contained in a hosted instance of Atlassian® Confluence®, an enterprise wiki collaboration software. By using a hosted instance, RedPrairie can focus more time creating, sharing and discussing RedPrairie product documentation with you while RedPrairie's hosting partner, Contegix, administrates and manages every aspect of the documentation server. In addition, RedPrairie is guaranteed 100% uptime and access to the RedPrairie dedicated instance of Confluence, ensuring that you will have continuous access to information.

Internet Security

Contegix uses advanced technology to ensure internet security. For more information of the internet security that Atlassian provides, see Contegix Security Infrastructure.

SAS70

In addition to regular audits, including third-party application penetration testing, the Contegix facilities have undergone a successful SAS70 Type II audit. SAS70 certifies that a service organization has had an in-depth audit of its controls (including control objectives and control activities), which in the case of Contegix, relates to operational performance and security to safeguard customer data.

Supported Platforms and Accessibility

- Supported Web Browsers
- Accessibility
- Logins

Supported Web Browsers

This table describes the supported web browsers.

Browser	Version
Microsoft Internet Explorer (Windows)	7, 8
Mozilla Firefox (all platforms)	3.5, 3.6
Safari (Windows and Mac)	4, 5

Note
While not a supported version, RedPrairie has implemented a fix that lets you access and view content on the portal using Microsoft Internet Explorer 9. In addition, while you can access the portal using Google Chrome (an unsupported platform), we cannot guarantee that all functionality (such as video clips) on the portal will be available.

Accessibility

RedPrairie customers and partners can access the User Assistance Portal from the:

- RedPrairie Support Cloud URL
- RedPrairie website at this URL: http://www.redprairie.com

RedPrairie employees can access the User Assistance Portal from RedWiki.

Logins

- Customers can obtain their login credentials from their internal RedPrairie support administrator.
- Employees can use their RedPrairie domain login credentials.

RedPrairie User Assistance Portal Terms and Conditions

IMPORTANT
Before using the *RedPrairie User Assistance Portal* you are required to read and agree to the terms and conditions described below. Please read the material, and then sign the agreement at the end of the page.

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Effective Date: MAY 13, 2011

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GENERAL

Governing Law and Forum

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    - Identify the material that you claim is infringing upon your copyright.
    - Provide information reasonably sufficient for us to contact you, including your name, address, phone number and e-mail address, if possible.
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